

September 20, 2018

Dear Parents,

On behalf of Chartwells and School Lunch Order, we want to thank all our new and returning customers for the feedback we have received since the launch of our new website. This new system has been created to allow us to grow and adapt to better meet parent needs and provide a more efficient user-experience that is now compatible with various mobile platforms.

We understand your frustration with regards to some of the issues you have encountered when trying to use the new website and we are diligently working behind the scenes to ensure your next visit with us is a more positive experience. As advances in technology continuously evolve, Internet Explorer isn't able to apply many of the more advanced functions and as such is not supported with this new website. Chrome, Firefox, Edge and Safari browsers are all compatible.

Our team is working closely with the developers every day and the feedback we are receiving is being communicated and will help us plan for future updates to the system. As we adjust and improve the system you will experience more of what our developers have created.

- My Children dashboard function to navigate and view all your children's orders.
- Larger viewable menu for ordering
- Smoother user experience with less clicks
- Order and checkout multiple children attending the same school in one purchase checkout.
- Current payment methods: Visa, Visa-Debit, Mastercard, Mastercard-Debit. Debit payment is scheduled for the new year.

We want to thank you for bringing the issues to our attention. We are always looking for ways to better our service, and your feedback is an invaluable part of that process.

Sincerely,

Chartwells Team

