

The Live Date for the new Cashless System is: Wednesday 29th March 2017

Dear Parent / Carer

We are pleased to announce that Ladywell Green N & I School will be implementing the new cashless catering system from Wednesday 29th March 2017. All pupils will use the cashless catering system to purchase school dinners. Our desire is to improve on the quality of the school meals' service at our school and this system will enable us to achieve this goal.

This system incorporates the latest technology and eliminates the need for pupils to bring cheques and cash into the school. The system will allow complete privacy for those pupils entitled to Free School Meals and the system will automatically allocate the appropriate accounts with the free school meal amounts.

All Parents and Carers who wish their child(ren) to have school dinners will need to make payments by either of the two options below.

As we will commence operating the system on Wednesday 29th March 2017 no cheques or cash will be accepted at the school after this date. Therefore it is important that funds are added to your child's account on ParentPay at your earliest convenience but before Wednesday 29th March 2017 at the latest.

All existing outstanding dinner money that is owed to the school **MUST** be paid prior to the new system going live.

All existing credit balances will be transferred to the new system prior to going live.

Please find enclosed the following information which is also available on the school website:

- **"Frequently Asked Questions"** which will provide you with further information in relation to the new system.
- **ParentPay Activation Letter** – You will need to set up an account on ParentPay before your child is able to use the Cashless System. Please see attached letter for instructions on how to do this. In addition for further information on ParentPay please visit their website <https://www.parentpay.com/>
- **Privacy Notice**

Making Payments:

There are two options for making payments

Online – A secure online payment service called ParentPay will be available for you to pay for schools meals initially (Paying for trips, visits etc will be available at a later date).

ParentPay offers the freedom to make payments whenever and wherever you like 24 hours a day, 7 days a week, safe in the knowledge that the technology used utilises the highest internet security available.

You will have a secure online account, activated using a unique username and password. If you have more than one child in this school, you can merge their accounts and create one login for all your children.

Making a payment is straightforward and ParentPay holds a payment history for you to view at a later date, no card details are stored in any part of the system. Once you have activated your account you can make online payments straight away. Please note the minimum transaction level for making a payment is £2.25. The system is also able to provide you with a report detailing each item of food served, each credit made to the system, for any time period and show a current balance.

Please see the letter enclosed on how to set up your account as it provides step by step instructions in order to activate your ParentPay online account including details of making online payments.

Pay Point – For parents / carers who do not have access to the internet or do not wish to top up online you can use any Pay Point facility within the community. To find your nearest Pay Point outlet please visit and enter your postcode <https://paypoint.com/en-gb>. In order to use the Pay Point facility you will need a card which can be ordered through the school office. Should you require a card please order it as soon as possible. Payments via PayPoint will take up to 48 hours to be credited to the appropriate account.

Should you have any questions regarding the cashless system please do not hesitate to contact the Catering Service at cashless.catering@powys.gov.uk or call 01597 827396 in the first instance.

I would like to take this opportunity to thank you for your anticipated support with this new system which will be beneficial to pupils, parents and the school.

Yours faithfully

R Owen

Headteacher