

Dear Parents/Carers

As part of our school meals provision which is provided by HES Catering, the sQuid Online Payment System has been used as a platform for parents/guardians to make payment for meals taken by their children. However, with effect from **Monday 13th May** HES Catering are changing the Cashless System to ParentPay.

You will be reassured to know that the ParentPay system bears many similarities to the sQuid system. Please see the attached information flyer which gives an overview of the key features of ParentPay.

When will the sQuid Portal be closed off?

The sQuid portal will be closed off for meal transactions on Monday 13th May. However, you will still be able to access your account after the 13th May to claim refunds.

What you need to do now to change from your sQuid account to a new ParentPay account

1. Check your sQuid account to see what the balance is on the account/s
2. Clear any outstanding balances on your account
3. **Request a refund from sQuidCard Ltd** if you have a credit balance

You can make your request either using the mobile app to log into your account (the easiest method) or by contacting sQuidCard Ltd customer services at the following email address customerservice@squidcard.com.

4. Create a ParentPay account for your child in order for them to order meals or pay for school trips/ clubs etc. (You will receive a separate activation email with details on how to create an account from ParentPay).

What to do if you have a debt on your sQuid account

Parents/Guardians should ensure that any outstanding debt/payments due for trips on their sQuid account is settled no later than **Tuesday 14th May**.

If you are having difficulty clearing debt, please contact the school office to discuss a way forward. You may also find it helpful to check out the following sources of support and advice.

London Borough of Havering

https://www.havering.gov.uk/info/20096/community/759/financial_help_and_advice#:~:text=Eligible%20applicants%20will%20receive%20a,%C2%A32%2C400%20over%2012%20months.&text=If%20you're%20still%20struggling,Living%20helpline%20on%2001708%20432280.

Havering Citizen Advice Bureau

<https://www.haveringcab.org/>

We understand that change can sometimes be challenging, but we are working with HES Catering to ensure that this transition process is managed as smoothly as possible. We appreciate your cooperation and support as we work together to implement this new system.

If you have any questions or require further information, please do not hesitate to contact the school office.

Regards

Mrs Sankey