

Date: 29 June 2021

## **New Education Payment Portal and Cashless Catering**

Dear Parent/ Carer,

We are pleased to inform you that a new Education Payment Portal and Cashless Catering system will soon be available at Padre Pio RC Primary School.

### **Benefits of the new system:**

There are many benefits through using the new system, which we believe you will find incredibly useful, such as:

- You will be able to pay securely using any mobile device, laptop, or PC for all activities your child undertakes in school.
- You will be able to see a dashboard for your child which shows information such as their school meal catering balance, lists of booked school trips and more.
- You will be able to see your child's school meal account which includes information such as balances, payments, and meals-purchased history.
- You will be able to set up an auto top-up for school meals, so your catering balance always stays in credit.
- You will be able to give online consent for your child to go on trips and undertake activities.

### **Important information:**

The new system will be going live from **8<sup>th</sup> July 2021** and to put money on your child's catering account you will have to register with this new system.

The last date for payments via the Council's E-Store payments system will be **7<sup>th</sup> July at 16:00**

Balances held by the Catering Team will be uploaded on **15<sup>th</sup> July 2021** as a credit or debit adjustment and will reflect all meals received up to and including **8<sup>th</sup> July 2021** together with payments made up to **7<sup>th</sup> July 2021**.

We apologise for balances not being available from day one, but also hope that you will appreciate that the Catering Team have been managing a manual system during the transitional period from no cash to a full cashless catering solution.

If you have a query in respect of the credit/debit adjustment, please email the Catering Team at [cashless.catering@torfaen.gov.uk](mailto:cashless.catering@torfaen.gov.uk)

### **Free School Meals:**

If your child is entitled to free school meals, you are not required to register on the new system, your child will continue to receive their meal at school. However, we encourage you to register and use the new portal and view transactional history.

### **Register your details:**

You will receive an email from the school on **8<sup>th</sup> July** (or a letter if we do not hold your email address) inviting you to register on the Education Payment Portal for your child. The email will come from [donotreply-education@civicapayments.co.uk](mailto:donotreply-education@civicapayments.co.uk) Please don't worry, this is a genuine email, "Civica" is the company we are working with for the technology, so it is safe to open the email. Once you have registered your details and linked your child using the verification code, you are ready to use the new payment system.

### **Find out more:**

To find out more about the benefits of the new system and how to register please visit the council's dedicated webpage linked below.

<https://www.torfaen.gov.uk/en/EducationLearning/SchoolsColleges/Education-Payment-Portal/Education-Payment-Portal.aspx>

If you have any other questions, please email [educationpayments@torfaen.gov.uk](mailto:educationpayments@torfaen.gov.uk).

Yours faithfully,  
Schools Cashless Project Team