Re: KH/FS/Payment Provider

13th March 2025



## **Payment Provider**

Dear Parents/Carers,

Following on from our previous message regarding the change in the payments system, we are pleased to inform you ParentPay is now ready to launch. From 17<sup>th</sup> March 2025 all school payments will be made through ParentPay, accessed in the same way via the ReachMoreParents/WeDuc/Matrix Academy Trust app. Guidance on how to use the ParentPay system can be found here: ParentPay Helpdesk

As the previous provider sQuid are ceasing trading, you should request a refund no later than 14<sup>th</sup> March 2025 for any outstanding balance you have within your child's account. Instructions on how to withdraw your balance can be found here: Refund Request.

While we undergo the transition to the new payment system, we will be able to support pupils with purchases should there be a difficulty with their balance.

However, once the system is active from the 17<sup>th</sup> March 2025, please ensure that your child's account is in credit and sufficient funds are available for them to make a purchase.

Yours sincerely

Mrs K Hibbs Headteacher







