

Our Ref: JFG/JW



15th June 2010

Tanbridge House School
A Specialist Science, Mathematics &
Computing College

Dear Parents / Carers

Cashless Catering

I am pleased to advise that our new biometric cashless catering system went live yesterday. Whilst a few initial “teething problems” are to be expected, the implementation went very well and there were very few problems.

The most vital thing is now to make sure that your son / daughter has sufficient funds on their account to enable them to make purchases from the canteen. Balances can be checked by logging onto your ParentPay® account. Please note that credit will not be available. You may find it helpful to set a ‘balance alert’ within ParentPay (via ‘my alerts’). This will prompt the system to generate an email to you once the balance goes below the value you set.

If you have not received your ParentPay user id and password please contact the school.

ParentPay also enables you to view all items purchased by your son / daughter along with relevant costs and details. All balances from the old card system have been transferred to the new system.

There is a daily ‘spend limit’ of £3.50 programmed into the system. If you would like this increased (or reduced) please contact the school in the usual way.

Can I please remind you **we will no longer be accepting cash or cheques to pay for school meals.**

If cash is your only option, you can receive a PayPoint payment card through the post. PayPoint payments are also recorded by ParentPay and can be seen by logging onto your ParentPay account and viewing your payment history. The nearest PayPoint stores are available on their website (www.paypoint.com). Please contact the school if you would like a PayPoint card.

If you have any questions about this new system, please contact the school by telephone on the below number or via email at office@ths.uk.net.

Yours faithfully

Jill Friese-Greene
Head of Resources

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