



POTTEN END C of E PRIMARY SCHOOL

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Head Teacher
Mr Andrew Morris

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Dear Parents

SCHOOL MEAL PAYMENTS

We are changing the way in which school meal payments are made, which offers more payment flexibility for parents. It is now possible to view information regarding the number of school meals that your child has taken, payments made, account balance etc via your WisePay account. You will have the option to pay daily, weekly, half termly or in any increment you choose, to ensure that the account remains in credit.

You will, therefore, no longer receive a paper copy of a request for school meal payment. Your account balance has been transferred to the new system. When logged into WisePay you can either click on the grey icon "Top Up" (please see screenshot below) or click on the "food and drink payments" icon on the screen to make a payment. You can then see all meal pattern options available with associated costs. If your account shows a credit or debit balance, please select "your own amount to pay" and take this figure into account.

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Your Catering Balance £ 0.00 (0 meals)

Top Up

Every **Monday** we will enter the meal patterns for the **whole week** and the system will generate the appropriate meal charge (in advance).

May we please remind you that if you wish to change your child's school meal pattern, we require two weeks' notice in writing, preferably via email.

As previously, in accordance with our School Meal Debt Policy, your Catering Balance should remain in credit at all times.

Many thanks.

Yours sincerely

ANDREW MORRIS
Head Teacher