

07 March 2025

IMPORTANT - TRANSFER FROM SQUID TO PARENTPAY

Dear Parents/Carers,

As previously communicated to you we are switching our payment platform from SQuid to ParentPay. This comes because of our current provider, SQuid, ceasing trading.

TRANSFER WILL TAKE PLACE AT THE END OF THE DAY ON TUESDAY 11TH MARCH.

From Wednesday 12th March SQuid will be disconnected from our system and only ParentPay will work.

IMPORTANT

Unfortunately, sQuid are **unable to automatically transfer the dinner money balances across**, despite our best efforts. We have therefore outlined important information below to ensure current parent/guardians are aware of action they need to take during the transition. Please ensure you familiarise yourself with these and contact us should you have any queries.

KEY INFORMATION

- Please **do not top up / add any additional funds on sQuid after Tuesday 11th March 12noon.**
- We advise spending any available dinner money balance on or before Tuesday 11th March.
- Activation information for ParentPay will be emailed by end of the day today (7th March)
- Should you have any remaining balance on sQuid after 11th March 2025, parents/guardians will need to request a refund directly from sQuid (instructions attached). We regret that we are unable to move or refund any monies within sQuid.
- Trip balances will be transferred by our team internally and will appear in ParentPay during the week of 10th March 2025.
- Students will not be refused food during this transition. All catering accounts will have an extended overdraft enabled to ensure all meal transactions continue. This is on the understanding that top up are then made to cover any overdraft amounts.
- Students can continue to bring in cash to top up their account in school on the black top up machines in the dining areas.
- We kindly ask that parents/guardians follow the information provided and set up their ParentPay accounts as promptly as possible. All students will be able to go overdrawn initially for the first week to allow parents/carers time to set up the new account. Any funds spent on this overdraft will be deducted once your account setup is completed.

TIMELINE

- sQuid will be disconnected from Meden School at the end of the day on Tuesday 11th March and ParentPay will go live.
- Registration information will be provided to Parents by the end of the day today for those with an email address. Please get in touch if additional parent/carer log ins are required.
- Trip balances will be added week of 10th March.

Thank you for your continued patience and support. We are working hard to keep the disruption to a minimum. If you have any immediate questions, please feel free to contact us via office@medenschool.co.uk

Kind regards



Mr J Smith
Head Teacher

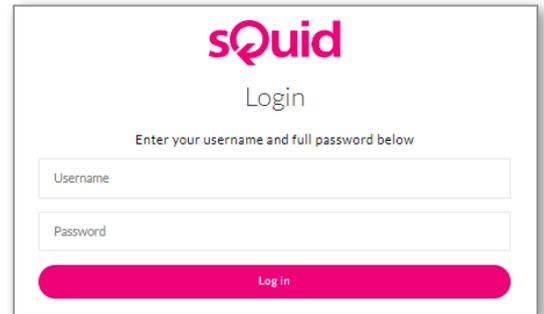
How to request a refund for a paid school item

A guide for parents/carers

To request a refund for a school trip, offer or other school related item, please follow the steps set out below. **Please note that funds will be returned to your sQuid purse balance and not your payment card*.**

01 Getting started

Login to your **sQuid account** using your **username** and **password**.

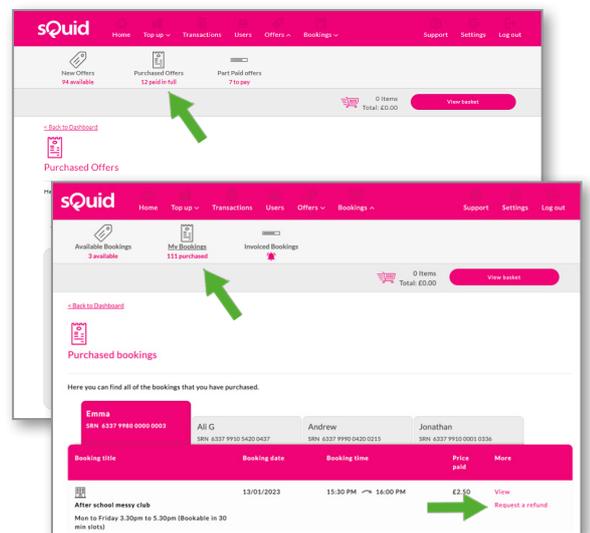


Select the item to be refunded

02 If you have more than one user linked to your sQuid account, first select the user.

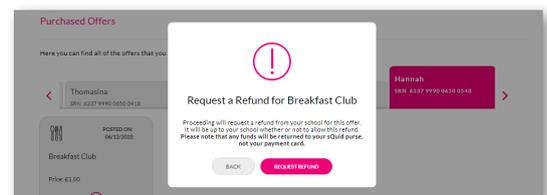
To request a refund for an **offer**, go to **Offers** in the main menu bar and then click on **Purchased Offers** and find the one to be refunded.

To request a refund for a **booking**, go to **Bookings** in the main menu bar, click on **My Bookings**, and find the one to be refunded.



03 Request a refund

Click on **Request a refund** for the item you would like to be refunded. A message will be displayed asking if you wish to proceed and advising that **funds will be returned to your sQuid purse balance and not your payment card**. To continue, click the pink **Request Refund** button.

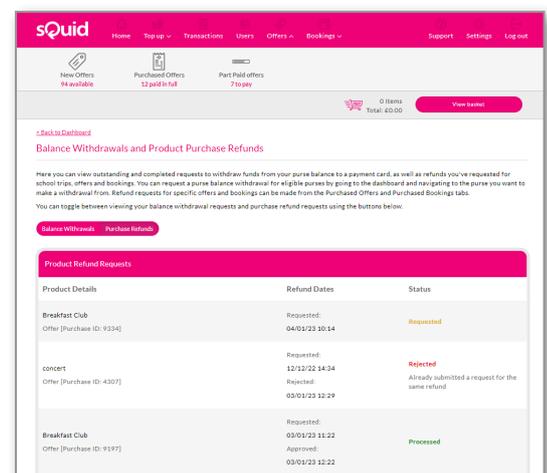


04 Refund request submitted

Your refund request has now been sent to your child's school for approval. **You will be notified when they have refunded the item back to your sQuid purse, or if the refund request has been declined.**

To view your refund requests and their status click on the pink **View your Refunds** button.

*Once funds have been returned to your sQuid purse, you can either **leave them here until you need to purchase a future trip or offer, transfer the funds to your Catering purse, or request a refund back to your payment card** by following the steps in the **How to withdraw funds from your sQuid account** guide, (pto).



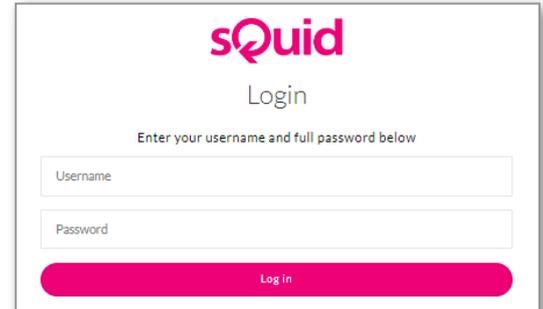
How to withdraw funds from your sQuid account

A guide for parents/carers

Whether you want to withdraw all or part of your sQuid purse balance, follow the steps below to submit your request to the sQuid Support team.

01 Getting started

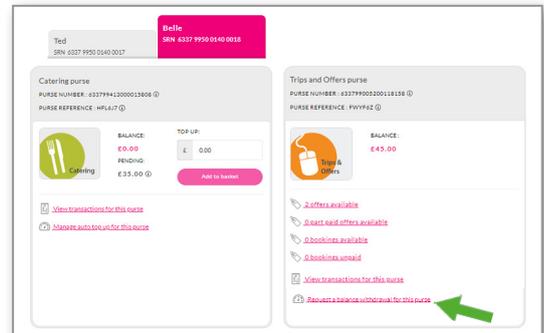
Login to your **sQuid account** using your **username** and **password**.



02 Select the user

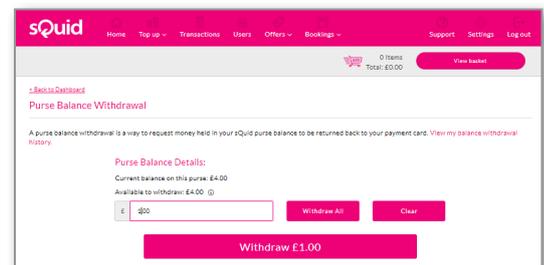
Select the **user** you want to withdraw funds from and within their purse click on the **Request a balance withdrawal for this purse** link.

Please note that you can also request a balance withdrawal from your Catering purse by following the same steps, if you have funds available.



03 Enter amount to be withdrawn from the purse

The **available balance** on the purse will be displayed. Simply enter the amount you wish to withdraw and then click the **Withdraw** button, or click the **Withdraw all** button to withdraw the entire balance.



04 Await confirmation

A message will be displayed on-screen to confirm that **your balance withdrawal request has been submitted for review and processing by the sQuid Support team**.

To view your balance withdrawal requests, go to **Top up** in the main menu bar and then click **View refunds and withdrawals**.

Please note that you can only submit a further balance withdrawal request once an earlier request has been processed.

