

RCL/RSC/GHA

11 July 2023

Dear Parents and Carers,

Re: Ongoing Catering Tills/ ParentPay Technical issue

I hope this correspondence finds you and your family well. Further to my letter on Friday 30 June, regretfully we are still experiencing ongoing issues with the Catering Payments and ParentPay system.

Despite our investigations, the ParentPay system and the canteen till systems are still not able to communicate with each other, **so purchases at the till are not being shown on ParentPay**. This means ParentPay is still showing a false account balance when in fact the money may have been spent by the students in the canteen.

We have confirmed that the catering system balances are accurate, therefore we would ask that all students regularly check their balance on the checking machines outside the canteens to ensure they have sufficient funds.

From a parental perspective, this means **the balance you see on ParentPay for catering will not be correct** and will show that money is available when it has actually been spent. The canteen, reception and finance staff are talking to students who have run out of money on the catering cards to explain that parents and carers will need to add on additional funds, but we understand that parents and carers are still seeing a high balance when they log on to ParentPay. If your child is informed their catering funds have been depleted, this will be correct, and we will still ask you to top up on ParentPay.

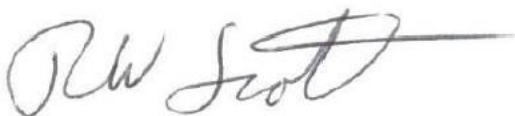
To correct the issue, the finance team are manually inputting every purchase from the till to Parent Pay. However, there are around 2500 separate till transactions per day, therefore there is a huge backlog of these daily payments to put through before the real balance will show on your Parent Pay account.

As the current software suppliers seem unable to fix this problem, the academy has now bought a new catering till system to work alongside ParentPay. This will be implemented over the summer holiday and will be operating from September 2023, therefore please bear with us for the next week whilst we manually update the old system.

Please accept our **most sincere apologies for this technical fault** and for any inconvenience it has caused you. We have been endeavouring to rectify the issue as swiftly as we can.

If you have any further questions regarding the information outlined above, please do not hesitate to contact me.

Yours sincerely,



Mr Richard Scott
Director of Finance & Premises