



Seven Stars Primary School
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'where children come first'

Dear Parents/Carers,

Change of Online Payment System

I am writing to let you know that after half term we shall no longer be using Parentpay as our payment system and will be using Eduspot School Money . We apologise for the short notice but we have had to await the new financial year budget to be finalised and await training from Eduspot for the staff.

Unfortunately, we have experienced a lot of problems with Parentpay over the last few months and as we want to provide you with the best service possible, we feel the new system will be a lot more user friendly and easier to manage.

Breakfast and After School Club

Parents will now be able to book and pay directly online for their breakfast and after school club bookings making it easier for you to manage, rather than having to book in a whole half term at a time and contact the school office to do so.

If you pay by childcare vouchers, you will be able to reserve your place and when we receive payment we will credit the account.

Nursery Paid Sessions

These will be online as well but we will issue you with a monthly invoice and charges put on the system monthly, however you will be able to pay weekly for these too.

Taking Card Payments in School – we have previously not had this facility and therefore this is a much needed change as we will now be able to take payment for school lunches by card as well.

School Lunches

This system will stay the same, with the children ordering in class on a daily basis and the new system charging the accounts where appropriate. We do ask that if you pay for your child's lunches that you keep the account topped up regularly and do not allow arrears to accrue. If we do not receive payment, we may ask you to provide a packed lunch till the arrears are cleared.

What will happen next?

We will shortly be sending you login details for the new system and you will receive these by text message. Again, if you have problems, we can reset passwords in school for you. You will then be able to book on for breakfast club and after school



Headteacher: Mr. M. Mitchell
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club. We will let you know on Class Dojo when they are being sent so please keep an eye out for messages.

Cash Payments

We can still take cash payments in school. However, we would appreciate it if you could pay using the online payment system as this means our office team then have to make a visit to the bank to pay in, which does leave the office without staff and the telephones being left unanswered. The local banks have limited opening times and these are not always feasible in school working hours. We are also sure that you would much prefer the office staff in school rather than queuing in the bank to pay money in.

There will also be user guides for parents on our website which details how to book and pay for items on the new system.

The system, we hope will ensure a better service for you and be easier to use. However, should you have any queries and concerns, please do not hesitate to contact our School Business Manager, Mrs Pullin by email: bursar@seven-stars.lancs.sch.uk who will be happy to answer any concerns you have.

Yours sincerely,

M C Mitchell

Mr M Mitchell
Headteacher