

4th March 2025

Dear Parent/Carer,

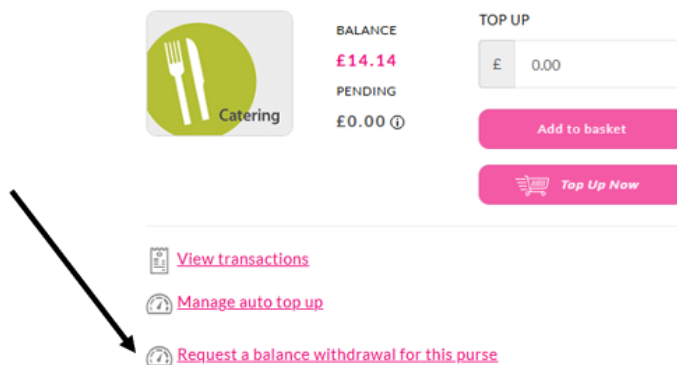
Re: New Cashless Payment System

Further to the information sent out recently regarding the changes to our cashless payment system, please see the below key information updates:

1. You have received information on how to set up your School Comms account. Please ensure you follow the instructions and have your account set up. There is a drop-in session on Tuesday 4th March between 2.30pm – 4.30pm to help those who are unable to set up their accounts.
2. Please ensure that your child has sufficient funds in their SQUID catering purse to be able to make purchases in the canteen up to and including Friday 7th March 2025. Please ensure that all “auto top up” permissions in the catering purse are disabled.
3. The “switchover” from SQUID to School Comms will take place AFTER the lunch service on Friday 7th March 2025.
4. You will be able to top up your School Comms accounts from 5pm on Friday 7th March 2025.
5. School Comms will be operational on Monday 10th March 2025. Please ensure that you have topped up your new School Comms account ready for Monday 10th March 2025 to enable purchases to be made in the canteen.



- We have received assurances from Squidcard that any balances on their system will be refunded to parents. Unfortunately, the school cannot do this for you and parents must request refunds directly from SQUID. From Monday 10th March 2025, if you have any money in your SQUID account, you can withdraw the balance by clicking on the link in the catering purse which says, 'Request a balance withdrawal for this purse'.



- Click "Withdraw all", enter your bank account details and click "Withdraw" at the bottom of the screen.

Purse Balance Withdrawal

A purse balance withdrawal is a way to request money held in your sQuid purse balance to be returned back to your payment card. [View my balance withdrawal history.](#)

Purse Balance Details:

Current balance on this purse: £14.14

Available to withdraw: £14.14

£ 14.14	Withdraw All	Clear
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We are not always able to automatically refund to your payment card, in which case we may need to process your refund as a bank transfer. Please provide the following details to enable us to process your refund.

Account Holder Name	Account Number	Sort Code
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Withdraw £14.14



8. Once you have requested to withdraw the money, the following screen will pop up. Please read the screen and **DO NOT** click on Cancel Withdrawal pink box option.

Purse Balance Withdrawal

A purse balance withdrawal is a way to request money held in your sQuid purse balance to be returned back to your payment card. [View my balance withdrawal history.](#)

You have already submitted a Balance Withdrawal request for this purse. If you need to make any changes to this request, you can cancel it using the button below and then submit a new request.

Purse 630799006002106033 [R0XW07]

£ E14.14

Cancel request Withdraw E14.14

We recommend you request your refunds by 11th April 2025. SQUID will charge a fee of £10.00 after this date for any refund requests.

We extend our apologies to all parents and students for the short term disruption this system change will cause. We are working hard in school to ensure the transfer is as seamless as possible.

Yours faithfully,
Ms D Wheeler

