

GREAT WISHFORD C.E. (V.A.) PRIMARY SCHOOL



14TH November 2018

Dear Parents



URGENT REMINDER Change to ordering school lunches

We are pleased to introduce a much easier way to order school meals for your child, which is now in place and hopefully all initial issues have been resolved. Please see below a reminder of how the system works.

If your child requires a school lunch you now need to order and pay for school lunches online using your credit or debit card. This will also include booking and paying for school trips and swimming as well.

Wisepay is the secure online payment system used by all the schools in the Acorn Education Trust:

- ✓ payments can be made when it is convenient for you
- ✓ use it at home, on your computer, tablet or mobile phone
- ✓ easy access to your record of meals ordered and trip balances, for example
- ✓ no need to fill in forms and send them into school.

Many of our families may already be familiar with Wisepay if they have older children at Kingdown School.

How it works

Simply log in via the school website, make your menu choices and place your order. If you usually pay for your child's meals, you will now be able to pay with your credit or debit card.

If your child's meals are usually free, you will still order the meals online, but the system will know not to charge you – however, you must remember to “checkout” because this is how your order is confirmed! PLEASE NOTE THAT FROM NEXT WEEK w/c 19th NOVEMBER IF YOU HAVE NOT ORDERED YOUR CHILD'S MEAL ON LINE BY 9AM ON MONDAY 19TH NOVEMBER A MEAL WILL NOT BE ORDERED AND YOU WILL NEED TO PROVIDE A PACKED LUNCH FOR YOUR CHILD.

What you need to do next

Please register with Wisepay, using the login details provided overleaf. Please follow the instructions, which should tell you all you need to know about how to use the system.

You will have a different account for each child – but you can merge your accounts if you prefer.

How to get help

If you do not have access to the internet or are having difficulty with the order process we are able to make a computer available in school for you to come in and order your meals and get support with any problems. Please book an appointment time at the office.

If you have any questions or difficulty accessing the site, please contact the school office.

Yours sincerely

Mandy Hewes
School Business Manager