BHSC

Bebington High Sports College

Bebington High
Sports College
QUALITY EDUCATION FOR ALL

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Youth Sport Trust

JG

February 2017

Re: ParentMail - Cashless Catering

Dear Parent/Carer

As you will be aware, we are currently in the process of using cashless catering via ParentMail. This means you will be able to pay your sons/daughters dinner money via the ParentMail app, (BHSC ParentMail) which you can download onto your IOS or Android mobile if you have not already done so.

When using Cashless Catering the minimum payment is £5.00 (ie. Approximately 2 days' worth of dinner).

To top up a child's Dinner Money balance, please log-in to your ParentMail account and select 'Payments', then 'Shop'. (*Note: If the child's balance is below £5, you will receive a notification to remind you to top up. If there is no money on the account, your child may be refused a dinner, so it is important that you top up regularly*).

To Pay	Shop	🛒 0
To Pay	Shop	🛒 0

Under the Accounts section, you will see the current balances for any children that you are linked to. Select one of these to enter the top up screen.

Accounts

Dinners   Balance: -£1.95
👤 Bobby Bowls

Once you have selected the top-up recipient, you can type in an amount to top up. Please note, your school may have set a minimum top up amount; please contact them directly to confirm this.

Dinners

Use this product to top up the account for Bobby Bowls

Recipient

⦿ Bobby Bowls

Top Up

£ 20.00

Current Balance: -£1.95

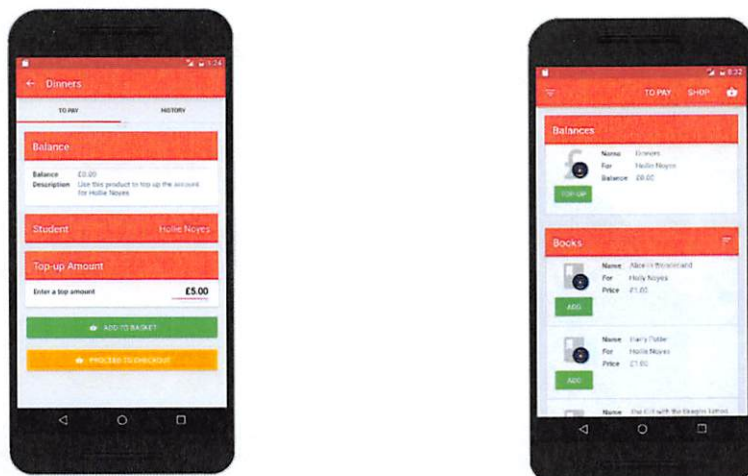🛒 Add to Basket   ☑ Pay Now
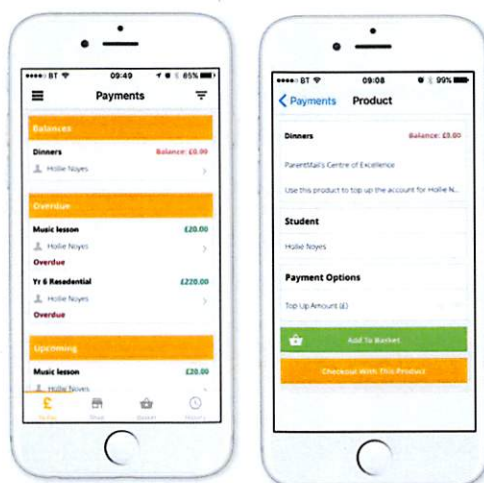
On the App

- **Android**

To top up a child's Dinner Money balance, within the App select 'Payments' then select 'Shop' from the top bar. (*Note: If the child's balance is negative, or below the school's pre-set minimum balance, you will see the option to top-up under 'To Pay' as well as 'Shop'*).

Under Balances, select Dinners and a new screen will appear. From here you will be able to see the current balance, the student name and then will be able to select the amount you would like to Top-up. You can then select to Add to Basket and continue shopping or Proceed to Checkout.

- **iOS**

To top up a child's Dinner Money balance, within the App select 'Payments' then select 'Shop' from the bottom menu bar (*Note: If the child's balance is negative, or below the school's pre-set minimum balance, you will see the option to top-up under 'To Pay' as well as 'Shop'*).

Under Balances, select Dinners and a new screen will appear. From here you will be able to see the current balance, the student name and then will be able to select the amount you would like to Top-up. You can then select to Add to Basket and continue shopping or Proceed to Checkout.

When trying to make a payment, I received an on screen error, has the payments been taken?
Please contact the school directly; they will be able to confirm if the payment has been successful. If it has not, please try and make the payment again – if the problem persists, please contact the support team.

How can parents see their child's recent lunch transactions?

- **Computer**
  From the main menu, parents simply select "Payment History" then select "Dinners". Here they will be able to view their recent transactions.

- **Android**
  Within the App go to Payments > Shop > Top Up (on relevant child) > History
  This gives you a list of all actions (top ups, refunds, meals taken) related to that balance. If the parent only sees 'meal' here, this means that the schools tills aren't sending us the menu definition file.

- **iOS**
  Within the App go to Payments > History > Dinners > Select a statement by month
  This gives you a list of all actions (top ups, refunds, meals taken) related to that balance. If the parent only sees 'meal' here, this means that their tills aren't sending us the menu definition file.

Please do not hesitate to contact us with any questions or email jgoodison@bebingtonhigh.wirral.sch.uk.

Yours sincerely

C Kelly
Head Teacher