

Date 14/06/2021

New Cashless Catering and Education Payment Portal

Dear Parent/ Carer

We are pleased to inform you that a new Cashless Catering and Education Payment Portal will soon be available at **Garnteg School**

We know there has been a lot of frustration with the current payment system, which is one of the many reasons we are launching a new system whereby each school will have their own portal.

As these systems are new, we will be asking parents for feedback.

Benefits of the new system:

There are many benefits of the new system, which we believe parents will find incredibly useful such as:

- You will be able to pay securely using any mobile device, laptop, or PC for all activities your child undertakes in school
- You will be able to see a dashboard for your child which shows information such as their school meal catering balance, lists of booked school trips and more
- You will be able to see your child's school meal account which includes information such as balances, payments, and meals purchased history
- You will be able to set up an auto top-up for school meals, so your catering balance always stays in credit
- You will be able to give online consent for your child to go on trips and undertake activities

Free School Meals:

If your child is entitled to a free school meal, we encourage you to register and use the new portal to view your child's meal choices.

Register your details:

You will receive an email from the school or a letter (if they don't hold your email address) inviting you to register on the Education Payment Portal for your child.

The email will come from donotreply-education@civicpayments.co.uk Please don't worry, this is a genuine email, "Civica" is the company we are working with on the technology, so it is safe to open the email. Once you have registered your details and linked your child using the verification code, you are ready to use the new payment system.

Find out more:

To find out more about the benefits of the new system and how to register please visit the council's dedicated webpage

<https://www.torfaen.gov.uk/en/EducationLearning/SchoolsColleges/Education-Payment-Portal/Education-Payment-Portal.aspx>

If you have any other questions, please email educationpayments@torfaen.gov.uk

Yours faithfully,
Schools Cashless Project Team