

Heaton Park Primary and Nursery School

Cuckoo Lane
Whitefield
Manchester
M45 6TE

T: 0161 773 9554

E: heatonpark@bury.gov.uk



14th March 2024

New Payment Systems

We wanted to announce that we finally have dates for when our new payment systems will go live and provide you with some more information. Firstly, we need everyone to create an account for every child on both payment systems.

We will have two separate payment systems going forward:

SCOPAY for all other payments e.g. school trips, before and after school clubs and nursery payments.

SCHOOLGRID is for school dinner payments.

SCOPAY-

On the 21st/22nd of March you will receive an email/letter which will provide you with a link and a unique pupil code. Please use the information on the email/letter to set up an account, which will be used to make payments for school trips, before and after school club, nursery fees and any other payments. Any payments that have already been made for school trips e.g. Robinwood and Malham, will be transferred over to the new system by the school. Once the system is set up you will only see the payment options related to your child's year. Each child will have to be set up individually but there will be an option to link sibling's accounts if you wish to do so. This system will go live on Thursday 21st March so please DO NOT make any payments on the old system from this date moving forward.

SCHOOL GRID-

Everyone should now have received an email from SchoolGrid with the link to set up an account for their child. If anyone hasn't yet received this email, then please check your junk folder as it may have gone in there. If not, please contact the office as soon as possible.

Please note that in order for your account to be created, your information will be shared with SchoolGrid. You can view SchoolGrid's Privacy Policy on the following link:

<https://app.schoolgrid.co.uk/termsfuse/Privacy-Policy.pdf>.

SchoolGrid is used to easily order and pay for your child's meals with just a few clicks. You can order on a daily, weekly, monthly or even termly basis. The system will allow you to

Heaton Park Primary and Nursery School

Cuckoo Lane
Whitefield
Manchester
M45 6TE

T: 0161 773 9554

E: heatonpark@bury.gov.uk



place as many orders in advance as you like, up to the point the menu has been opened for. You can also make a same-day order up to 8:55am. If your child is entitled to Free School Meals, you will still need to set up an account for them to be able to pre-order their dinners.

If you pay for your child's meals, then you have two options on SchoolGrid: you can top up your account by making a card payment or alternatively, you can set up a direct debit. To place an order, you need to ensure that you have the relevant credit on your account or a direct debit set up. If you do not have these then you will be unable to order and you will be sent a reminder message to make payment.

Please remember to cancel your order if your child will not be having the meal at lunchtime, e.g. is absent from school, otherwise you may still be charged. This also helps to cut down on food wastage.

Please note the school office will update the children's allergies and dietary requirements as they currently are on our records. Please continue to inform the office of any new allergies.

We have attached a parent information video provided by School Grid below

<https://www.youtube.com/watch?v=Efr3SwXsWgQ>

SchoolGrid support can also be contacted via email on support@schoolgrid.co.uk or by telephone on 01506 300310.

SchoolGrid goes live from the 25th March which will allow you to make payments. In the next couple of days, you will be able to view and place orders for the week beginning 25th March.

IMPORTANT-

The old payment system will be switched off on the 20th March and so this will be the last day to make any payments. We will be sending out balances on Friday 15th that will cover what you currently owe up to the 28th March. We need all arrears cleared by that date. The school office will then move all balances/credits from the old system onto SchoolGrid before it goes live. Please pay this in advance to help with the transition to the new system in order for it to run smoothly. One of the benefits with SchoolGrid is that you will be able to view the balance yourself.

Please remember, the systems are also new to the school office! If you have any questions please get in touch and we'll answer them as best we can.