

Dear Parents/Carers,

Important Update on School Meal Payments

Our transition to Arbor Payments has been successful, and parents/carers can now add funds to their child's account via the Arbor system. We have completed checks and funds added over the weekend are showing on the pupils accounts.

However, when we made the decision to move to Arbor, we did so with the aim to provide the best platform for our parents/carers. Since then, Weduc has had its hand forced to change its payment management provider from Squid and we have learnt that this has changed our expectation of the balance transfers.

We have been informed this morning that Squid will no longer transfer meal balances to the school enabling us to manually add to your child's account.

As a result, we kindly ask parents/carers to withdraw any remaining balances from Weduc as soon as possible.

We have attached a short guide on how to withdraw your funds from Weduc.

What happens next:

- Pupils with a positive credit balance as of **2:15 PM on Friday** will still be able to purchase food. However, we kindly ask that you top up your child's account via the **Arbor app** as soon as possible, especially if the balance was low.
- If you need to wait for your refund from Weduc before topping up, we will allow your child's account to go into a temporary overdraft up to the amount of their expected refund. Please note that once a top-up is made, any negative balance will be deducted first.

Please be assured that we will not turn pupils away who had funds on their account.

We appreciate your understanding and cooperation during this transition. If you have any questions, please do not hesitate to contact us via enquiries@hartshillacademy.org.uk

Thank you



Miss G Whetton
Business Manager

Principal: Miss L Taylor

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Hartshill Academy
Church Road
Hartshill
Nuneaton
CV10 0NA
t: 02476392237
e: enquiries@hartshillacademy.org.uk
w: www.hartshillacademy.org.uk



Hartshill Academy


The best in everyone™

Part of United Learning

Catering purse

[Redacted]

School catering system last connected 2 days ago



BALANCE

£0.59

PENDING

-£0.59 ⓘ

TOP UP

£ 0.00

Add to basket

Top Up Now

[View transactions](#)

[Manage auto top up](#)

[Request a balance withdrawal for this purse](#)

Amount on account

Once you have withdrawn, it will show here in red as pending

Click here to withdraw

Purse Balance Details:

Current balance on this purse: £0.59

Available to withdraw: £0.59

£ 0.59

Withdraw All Clear

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

Withdraw £0.59

Enter details to receive the funds back.

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