

## Online Payment for Pupil School Meals

Dear Parent / Guardian

In preparation for pupils return to school in September we have been considering ways in which we can help reduce potential risk to pupils, parents and staff. As part of this, we have introduced a pay online system for you to use to make payments for school meals instead of sending in cash. From the 1<sup>st</sup> September no cash payments will be accepted by the school.

You can now pay for pupil meals online via the Torfaen Website [www.torfaen.gov.uk](http://www.torfaen.gov.uk) using the ['Make a Payment'](#) section, which will take you to our [E-store](#). From here you can pick your child's school and pay for the number of meals you wish them to have each week. Please note that this is a means of payment only; it is not linked to a meal ordering system. Pupils will still be asked each morning when in school if they are having a hot or cold meal. If you pay for meals that are not received, your payment will carry forward to the next week.

You can pay in the following ways:

- Debit or credit card
- PayPal
- Council's Automated Telephone Payments line

Full instructions are attached.

### **You will no longer be able to pay for school meals by cash**

If you are in receipt of free school meals, this will automatically be provided to the pupil as it always has been.

This is an interim improvement introduced over the summer to remove cash payments, but it will lead to a full cashless solution in the near future. Currently, there are some limitations to the system and we will not be able to provide you with online balances or transactions. However, we can help should you need to check your balances or transactions. If you do need to do this or have any other issues with the payment system please email [cashless.catering@torfaen.gov.uk](mailto:cashless.catering@torfaen.gov.uk). (There will be limited access to this email on Mondays and Fridays).

It would be helpful therefore, if you could pay for your child's school meals weekly in advance as this will help with processing your payments.

You will need the following reference number to be able to top up the pupils account:

The 10 digit account code for «Forename» is:

Account reference number is 2301«Adno»



School – **George Street Primary School**

Child's Name - «Forename» «Surname»

Account Number - 2301«Adno»

Website for Online Payments: [www.Torfaen.gov.uk](http://www.Torfaen.gov.uk)

then select 'Make a payment'

Tel No for automated payments – 0300 4560516

School Ref – 2301 Item Ref Dinner – 1000