



28 February 2025

Dear Parent/Carer

Online payment system changes from sQuid to iPay

Further to our letter dated 11th February, the switchover date from sQuid to iPay is scheduled for Friday 7th March. We will cease using sQuid at the end of Thursday 6th March. Please see below for important information regarding the switchover and how to request a refund of any remaining sQuid balances.

Next Steps

Set up your child's iPay Account:

This evening, you will receive your child's unique iPay Account Reference, information on how to download the iPay app and register your child's account. When you receive this, please complete the registration process promptly to ensure your child's account is ready to use.

Top up your child's iPay Account:

Please ensure you top up your child's iPay account ready for use on Friday 7th March.

Request a refund from sQuid of any remaining balances:

Unfortunately, we have been informed that sQuid are unwilling to automatically transfer existing balances over to iPay. You should therefore log on to your child's sQuid account to request a balance withdrawal of any remaining money on your 'Catering' or 'Trips & Offers' purses:

The screenshot shows the sQuid app interface for a 'Catering purse'. At the top, it displays the 'PURSE NUMBER: 63379' and 'PURSE REFERENCE: [redacted]'. Below this, it states 'School catering system last connected 5 minutes ago'. The main section shows a balance of '£ 6.20' and a 'PENDING' amount of '£ 0.00'. There is a 'TOP UP' section with a '£ 0.00' input field and buttons for 'Add to basket' and 'Top Up Now'. At the bottom, there are links for 'View transactions', 'Manage auto top up', and a highlighted link for 'Request a balance withdrawal for this purse'.

Refunds will be paid back to your registered payment card unless you are otherwise instructed to enter bank details on the withdrawal page. We apologise for any inconvenience this may cause, but it is unfortunately out of our control.

Please do not add any further funds to sQuid after Thursday 6th March, and ensure you cancel any Auto Top-Up that you have in place. Any remaining sQuid balances must be withdrawn in full before **Monday 14th April 2025**. After that time, charges as set out in sQuid's Terms and Conditions will apply.

Free School Meals

If your child is eligible for Free School Meals, their daily allowance will continue as normal and will be unaffected by the change.

Support

Refund Support:

For any support with the refund process, please contact customer services at sQuidcard, as your funds are held by sQuidcard, not Cox Green School. You can contact sQuidcard customer services by emailing customerservice@squidcard.com.

iPay Support:

For any support with iPay, please visit [ipayimpact - YouTube](#)

If you are still experiencing any difficulties registering for iPay, please contact enquiries@coxgreen.com

Yours sincerely

Caroline Dunne
Finance Director