

Newlands Girls' School

Courage Commitment Compassion

Headteacher: Miss J. Capon



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Dear Parents and Carers

Online payment system changes from sQuid to iPay

We are writing to inform you that sQuidcard Ltd will be ceasing payment processing services in the UK on **Friday 14th March 2025**. In response to this we have chosen a new online payment system called iPay. The new system will replace all functions currently found in sQuid including catering, trips and other offers.

The switchover date from sQuid to iPay is scheduled for **5th March 2025**: we will cease using sQuid at the end of Wednesday next week and iPay will be used for all canteen purchases and trip payments from **Thursday 6 March 2025**.

If your child is eligible for Free School Meals, their iPay account will automatically credit with their regular daily catering allowance. However, if you wish to add additional funds you will need to do so through iPay.

Please continue to use sQuid as usual up until 5pm on Wednesday 5th March 2025.

Next Steps

- **Set up your child's iPay account:** On Monday 3rd March 2025 we will send you information on how to download the iPay app, register your child's account with the unique key code, and provide links to user guides. When you receive this, please complete the registration process promptly to ensure an uninterrupted service.
- **Top-up your child's iPay account:** Please ensure you top up your child's iPay account with funds ready to use in the canteen from Thursday 6th March 2025 onwards.
- **Request a refund from Squid of any unspent balances:** Log on to your child's sQuid account to request a balance withdrawal of any unspent money left on your 'catering' or 'trips and offers' purses. Trips and offers payments that have already been made and allocated to a specific trip / offer are safe and will be transferred directly to the school automatically.

Catering purse

PURSE NUMBER: 63379900 [REDACTED] ⓘ

PURSE REFERENCE: [REDACTED] ⓘ

School catering system last connected 6 minutes ago



BALANCE

£3.27

PENDING

£0.00 ⓘ

TOP UP

£ 0.00

Add to basket

Top Up Now

 [View transactions](#)

 [Manage auto top up](#)

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

Refunds will be paid back on to your registered payment card. You may wish to start running down your child's sQuid balance in the meantime.

- **Please request your refund of any outstanding sQuid balance by 14 April 2025:** sQuid state that after this they will apply charges in accordance with their terms and conditions.
- **Look out for trips and offers being added to your child's iPay account:** Existing trips and offers will be added to your child's iPay account in due course and will be processed in order of priority (please bear with us as this will be a manual exercise for our finance staff).
- **More information on iPay can be found at:**
crbcunninghams.co.uk/online-payments
and on You Tube: [ipayimpact - YouTube](#)

Please accept our apologies for any inconvenience this may cause, it is unfortunately beyond our control. The school is committed to making this transition as smooth as possible; thank you for your understanding.

If you have any questions or require help during this process, please email office@newlandsgirls.co.uk

Yours sincerely

Miss Jo Capon
Headteacher



We are committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share this commitment.

