

Why are we moving to a cashless system?

Given the current climate and going forward, it is safer to not be handling cash to protect children's and colleagues' health. It is also more efficient and ensures we make the best use of everyone's time. It is beneficial to parents as it is something that need only be done periodically. In addition, It is better for children not to carry cash, which could be a reason in some circumstances for bullying.

How do I access IRIS PlusPay?

You can access PlusPay via the App **IRIS ParentMail** or <https://pmx.parentmail.co.uk/> using a web browser.

Apple iOS

<https://apps.apple.com/gb/app/iris-parentmail/id937274547>



Google Play Store

https://play.google.com/store/apps/details?id=uk.co.parentmail.parentmail&hl=en_GB&gl=US

Will I still be able to pay with cash or card at the school reception?

No, the only payment method will now be via IRIS Plus Pay. However, you can top up to IRIS Plus Pay by cash using PayPoint as per below.

What if I do not have access to the app or website, how can I pay?

Let your school know and the office will be able to print you off a letter that contains a barcode. You can take this to a shop with PayPoint and pay using cash / card.

PayPoint is the system that you use to top up a Gas or electric Meter key.



Is this system only to pay for school dinners?

No, Plus Pay will be used for all payments including school dinners, trips, clubs, and other payment items each individual school has.

What happens if I forget to pay before my child arrives at school?

When you top up credit on your account or pay for an item, this will be updated on the account straight away and can be used.

For information on when you need to pay for school dinners or other items by, please contact you individual schools.

What happens if I have paid for a school lunch, and my child is not at school?

If you have pre-booked a school dinner, then unfortunately this is non-refundable.

How do I Pre-book school dinners?

If applicable to your school, further details will follow.

When do I have to pre-book school dinners by?

If applicable to your school, further details will follow.

How frequently do I need to top up the money?

All school dinners will need to be paid for in advance. How often you need to top up will vary between schools depending on whether you must prebook school dinners or purchase them on the day.

Is the current app no longer being used?

Any current app used to pay for school dinners will no longer be used from **September 2021**.

When do I have to stop putting money on my current app?

You will need to continue to pay using the current app for school dinners until the end of this school year. Please pay the correct amount of money and avoid adding additional credit to your account.

What will happen with any existing money on the old app at the end of the school year?

If applicable to your school, further details will follow.

If I have a problem with the payment, will someone be able to help me?

Yes. You will be able to use the help section on the app or any member of the school office team will be able to assist you with your problem.