



You are receiving this letter as your pupil is currently showing a negative balance on the Parent Pay system.

Please check your Parent Pay account to see if the money you may have put in matches the money that your pupil has spent.

Please also note the following:

- We have been informed a of a **delay of up to several days** from putting money into Parent Pay accounts, to it showing in pupil's accounts. If you have put money into your account please consider this when assessing whether your pupil has overspent.
- **Free Meals Entitlement (FME)**- If your pupils has FME, then your account will be credited with £1.90 a day. It may be that your pupil is spending over this amount. Please check your account or ask your pupils if this is the case. Accounts must still be activated.
- **It may also be that your pupil is not on the school record as having FME.** If you believe you are eligible for FME entitlement but have received this letter, please call our Financial Inclusion Officer **Sharon Graham** who will check for you and help you apply if needed (some pupils previously with a FME are no longer on the system as FME). Her numbers are: **07395832499 / 0141 773 5850**
- The Parent Pay system allows pupils to spend £5 per day, **even if they do not have money in their accounts.** This is something we have raised with Glasgow City Council, but in the meantime please be aware of this as this will be recorded in the Parent Pay system and will eventually need to be paid for.
- **Activate accounts**- If you have not activated your Parent Pay account (this must be done to manage the money) please do so as soon as possible. Your pupil was sent an activation letter home with them and they have also been sent via email. Pupils can pick these up from the school office if they need a replacement.

If you have any queries regarding parent pay, please contact the school office- **0141 582 0200**

