

JT/da/WeDuc payments further updates

19th March 2025

Dear Parent/Carer



**Bloxwich Academy**  
www.bloxwichacademy.co.uk

The new ParentPay system is now live and active via the ReachMoreParents/WeDuc/Matrix Academy Trust app.

You will need to click on the payment's icon as usual but temporarily you will have 2 options

sQuid (Weduc Payments) – please only use this if you still need to request a refund if you balance is over £10. We would advise you to do this immediately if you haven't already.

ParentPay – this is the new system that you will need to make any payments for your child.

When you first click on this icon, you will be prompted to link a person to your account, please check your child's name is correct and then enter their date of birth to verify this child to your account. You will then need to verify your email address, please follow the instructions, and verify as required. You will only be required to complete this on your first login to the system. You will then have automated access to this system via the app as you did previously.

In terms of catering balances, they will in most cases be showing as a negative due to food and drink that have been purchased by your child within the transfer period of the system or if they were in negative balance prior, please arrange to top these up at your earliest convenience. Historic balances under £10 and charges incurred by parents will be transferred over in due course, we are still waiting for confirmation from sQuid of final balances as they are still within a 'pending' process. Please bear with us whilst we make the arrangements to transfer over any £10 charges and balances below £10.

We will continue to ensure in the short term all children are provided with a meal if required and will charge these to your child's account to give you time to make the arrangements to top up your child's catering account.

We really appreciate your support during this transition period and as previously stated we will ensure the collapse of this business does not affect any of our parents financially.

Yours sincerely

A handwritten signature in black ink, appearing to read 'J Till', is positioned above the typed name.

Mr J Till  
Headteacher

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