

# CASHLESS AT VYNERS – TOP TIPS !



## Naming your account.....

If you use the name of your child as the account user name, account identification (particularly for siblings) becomes easier.

## If both parents want to top up the same account.....

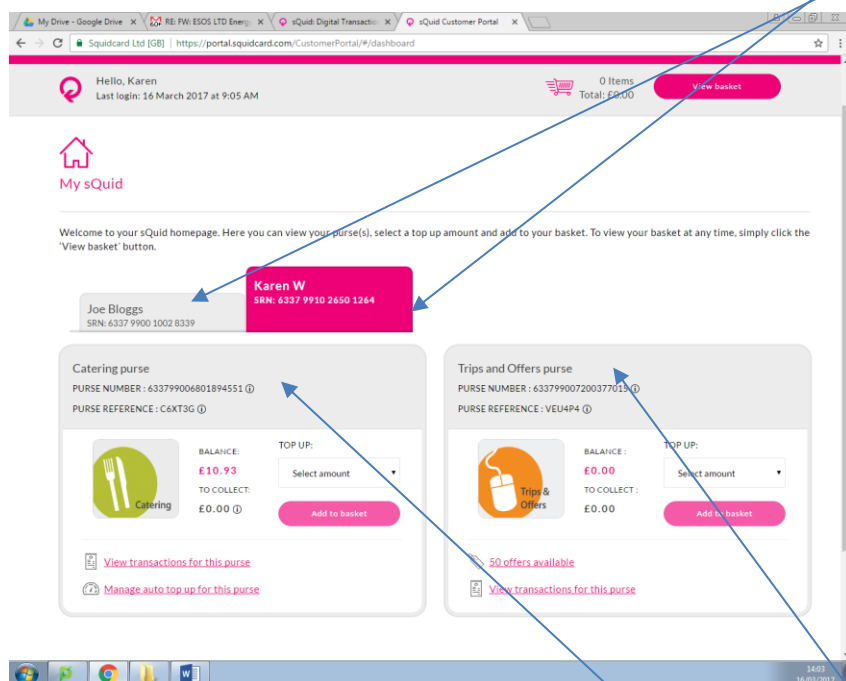
Setting up accounts in the child's name (see above) will facilitate two parents being able to use the same account. If you wish to share the account in this way, parents must agree on a password that they can both remember.

We cannot create multiple accounts for the same child. If parents are separated, or you wish other relatives to be able to pay for items (grandparents etc), this can only be done if account details are shared between all users. If the account is to be shared, we recommend that bank card details are NOT saved.

## How to link sibling accounts

The system is configured to enable parents to link sibling accounts. To facilitate this, parents **MUST** use the same registered email address for all accounts (NB the system is case sensitive). Once accounts are linked, parents can do all of their 'topping up' – both for the canteen and other offers – for all their children in one single transaction. This avoids the need to log into multiple accounts and minimises the chance of being charged 25p for transactions under £10.

If you have linked sibling accounts, each child will have a separate tab.



There are two 'purses' on the system – one for lunch money, and one for everything else

**When paying for items, please ensure you are correctly assigning money to each child, and to catering or trips.**

**Lunch Money - Spend limits for students.**

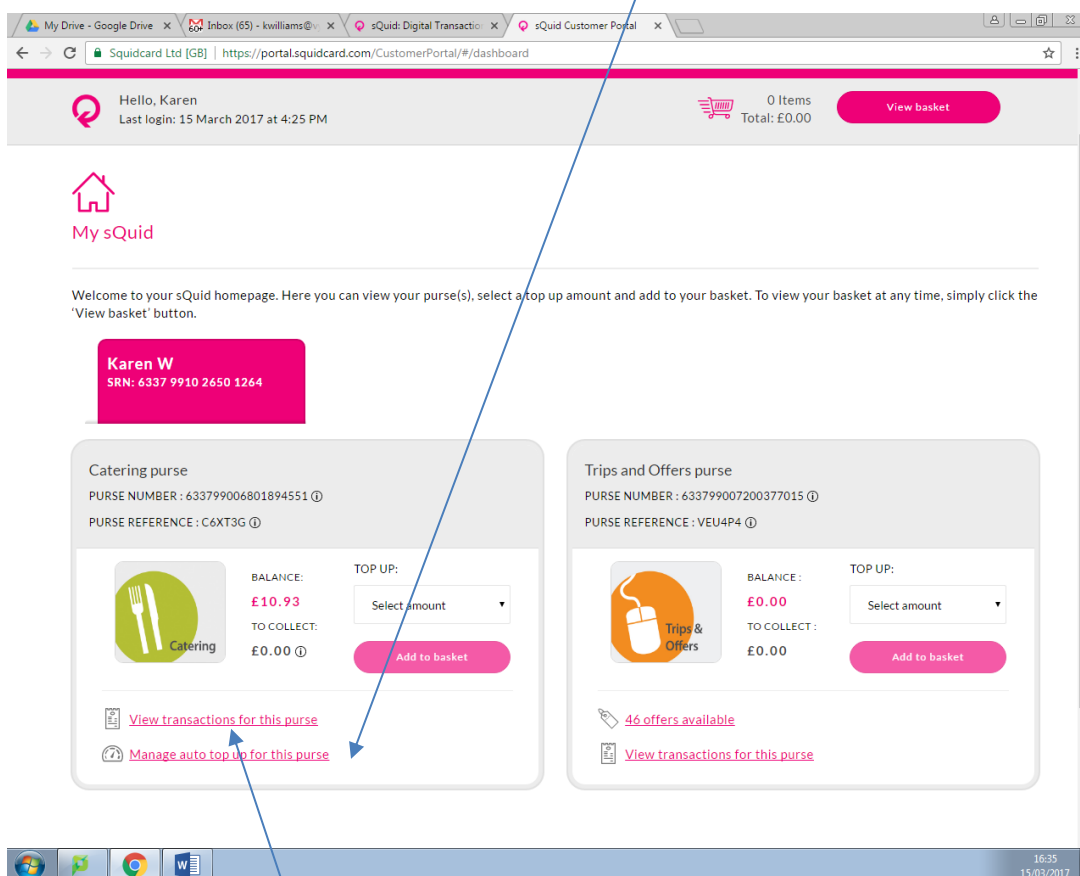
We have set a default canteen spend limit of £5 a day for all students. This is designed to prevent students spending the whole of their balance on a single day. This limit can easily be adjusted (or removed altogether) to suit an individual family's finances. Please contact the Business Manager, either by email (kwilliams@vynersschool.org.uk), or by letter if you want the limit to be increased or decreased.

**Auto top ups in the canteen**

Parents can activate an 'auto top' up facility for lunch money. This instructs the system to automatically re-credit itself from a saved bank card once the balance on the catering part of the account drops below £5. Parents can specify how much each automatic top up should be.

The 'auto top up' facility is a great way of ensuring your child never runs out of dinner money. Don't forget that, because students are limited to £5 daily spend, they cannot spend the total value of your top up all on one day.

If you do NOT activate this facility, the system will automatically send a reminder when the catering account falls below £5.



Parents can also view what their child has been eating in school by looking at the transaction history in the catering purse.

## Receiving emails from Squidcard

There will be a number of situations in which Squidcard will email you:

- To remind you to top up your child's lunch money (email sent once balance falls below £5)
- Electronic receipts for payments made
- Emails from customer services at Squidcard, responding to queries raised by you
- Password reset emails

In all cases, Squidcard will send correspondence to the email address held by them for the account. This information is supplied by you as part of the initial registration process. If you change your email account, please remember to change your personal details within the sQuid system. When you first start to use the system, it is possible that the reminder may be treated as spam. Please check your 'junk' email folder and mark the recipient as a 'safe sender' in order to ensure future messages end up in your inbox.

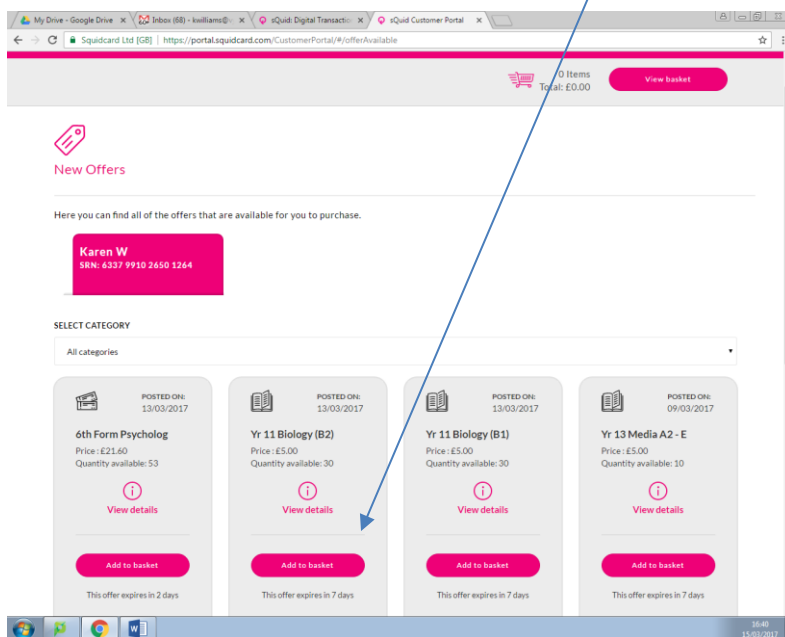
## Paying for Trips

The School sets up non-catering offers throughout the year. These offers cover payment for such things as school trips, school lockers, revisions classes, art materials etc

When paying for one of these items please specifically select the 'trips and other offer' purse and add the items you wish to buy to your shopping basket. If items are not specifically selected, they will not be purchased and money credited will sit, unallocated, on the system.

The school sets strict deadlines for the payment of items. Once the payment deadline for an offer has passed, it will disappear from the system. We cannot guarantee to include children on trips if payment is not received on time. This is because the school itself may be subject to strict payment deadlines / limited ticket availability.

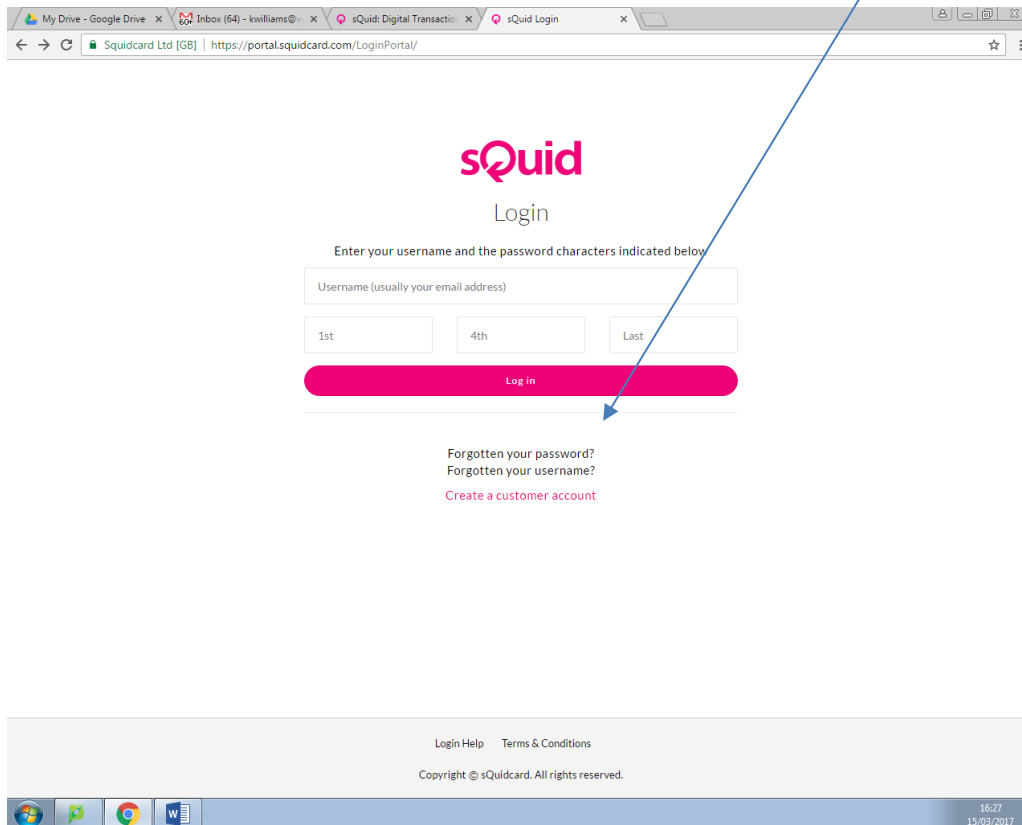
Some trips will be offered on a strictly 'first come, first served' basis. Where this is the case, this will be stated clearly in the letter inviting your child's participation.



**Help. I've forgotten my log in details !**

[Customerservice@squidcard.com](mailto:Customerservice@squidcard.com) will be able to confirm such items as user name, memorable information and registered email address for your child's account. For security reasons, passwords are encrypted and cannot be seen by either the School or Squidcard.

If you have forgotten your password, the system has clear 'forgotton password' functionality (see screen shot below). Pressing this button generates an automatic 'reset password' email, which will be sent to the registered email address held by Squidcard. If you are not receiving these emails, please check your spam folder and ensure that you are checking the email account held by Squidcard.



**I have the squidcard website saved to my phone, but cannot access the system**

The URL changed in December 2016 as part of a system upgrade. Please delete your old favourite and add the new login details below :

<https://www.squidcard.com/signin>

**I have logged into the system, but cannot see any trips listed**

You are in the old version of the system. Trips can only be found in the upgraded version of the system. Please use the URL above and click on the link to the 'new squid online portal', not the 'existing squid online portal'.

I think I have credited money to the trips account and I wanted to pay in lunch money

Please contact [customerservice@squidcard.com](mailto:customerservice@squidcard.com). They will be able to swap the amount over for you.

I have added money to the wrong child's lunch account

Please contact the Business Manager, Miss Karen Williams ([kwilliams@vynersschool.org.uk](mailto:kwilliams@vynersschool.org.uk)), and she will swap the balance over for you.

I have paid for the right trip, but against the wrong child

Please contact the School Finance Department to make them aware of the error. They will manually reassign the money at this end.

Getting refunds.....

Once money has been paid and assigned to a trip, it is passed to the school. Should you wish to ask for a refund, please contact the School Finance Department, not Squidcard. Parents are reminded that some payments - especially deposits for trips – are made on a non-refundable basis. The School will not be in a position to refund money in these circumstances unless the trip is cancelled or the deposit can be recovered from a 3<sup>rd</sup> Party (eg from an insurance company).

Money credited to a catering account will not be refunded unless a child is leaving the school. Students coming to the end of their time with Vyners (ie they are in Year 11 or 13) will be asked to run their catering accounts down to zero before they leave. No refund will be actioned for less than £10, though balances may be transferred for free to a younger sibling.

All monies refunded by the school will be done via BACS transfer and parents will be asked to supply their bank details to facilitate this.

March 2017