



# OUR LADY OF THE SACRED HEART SCHOOL

## Parents Teachers and Friends Association

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### IMPORTANT INFORMATION REGARDING PAYSKOOL

Payskool is ceasing to operate from the end of Term 1 (Friday 13th April), and in Term 2 we will transition to an alternative cashless ordering system called [Kindo](#).

You will be required to close off your Payskool account and set up an account with the new provider. We apologise for the inconvenience this will cause and appreciate your patience as we transition to a new system. PLEASE NOTE If you have a credit balance remaining in your Payskool account following the final transactions in Term 1 you will receive a full refund:

- Friday 6th April - Ice Blocks
- Monday 9th April - Final lunches for Term 1
- Friday 13<sup>th</sup> April – Ice Blocks and Mufti Day

Further information in regards to closing your Payskool account at the end of Term 1:

- You will be required to close your Payskool account by "deactivating" it. Due to there being money involved with Payskool accounts, the PTA is unable to do this for you. The only way to receive a full refund of your Payskool account balance is to deactivate your Payskool account yourself, and the cut-off is the last day of Term 1 (Friday 13th April). To deactivate your Payskool account you first need to login then click on 'My Account' then 'My Details', then at the bottom of the page you will see a link to 'Deactivate My Account' - if you have a credit balance to be refunded enter your bank account details in the 'Reason for Deactivation' field
- Creating a new account with Kindo - we are still in the process of getting the system set up. The first opportunity to order lunches via Kindo will most likely be the second week of Term 2, so plenty of time for you to get your new account set up. We will be providing step-by-step instructions on how to do this in the coming weeks.
- To re-iterate, you will receive a full refund of any funds remaining in your Payskool account. Unfortunately it cannot be sent straight to the new provider. You will be required to close your Payskool account and open a new account with the new provider.

Kind regards – from your OLSH PTFA

