29/03/2023

Deployment of the Tali by Pebble Till System

Dear students, parents, and carers,

Further to my initial communication sent to you earlier this week, I am writing to inform you of the next steps in the deployment of the new catering system 'Tali by Pebble'. The current system (iPay Impact) system will cease to work as at 3pm on Friday the 31st March. Please be assured that all remaining account balances will be transferred over to the new system ahead of the students returning to school on Monday 17th April.

It is the school's preference that where possible, students should use the cashless element of the system. This letter will set out the step-by-step process for getting your child enrolled. The email system for automations is the 'Gov Notify' service and the automations will be sent to the primary contact that is registered with the school.

The cashless system is a two-step process:

1. Parent Pay – for adding credit to your child's balance.
2. Tali by Pebble 'Till App' – for digital redemption of funds at the point of sale.

In the next few days, parents will receive several communications, set out below.

Communication 1: an email from Parent Pay for those parents who have yet to activate their account. This is where you can manage and top-up your child's balance and purchase history.

Communication 2: an email automation (sent to the primary email that you have registered with the school via the Gov Notify service) containing your child's PIN number and a link to download their QR code as an image. This can then be stored on a personal device.

Communication 3: a second email automation (sent to the primary email that you have registered with the school via the Gov Notify service) containing instructions on how to download and register for the 'TillApp'. This gives students an app based QR code and access to their account balance and purchase history.

Whilst we have carefully planned the deployment of the new system, we may experience some issues during the initial lunch service(s), however, please be assured that all children will receive their lunch and please be reminded that children will also have the option to pay using either cash or contactless bank card. And whilst it is our intention to minimise the impact this will have on our operations, there may be instances when you see balance adjustments online, these are normal. Rest assured you will not lose any money. Any adjustments made will just be the system bedding in. If you have any questions or queries, please contact us directly at **parentpay@netherhall.cumbria.sch.uk**

As well as the email automations containing the unique PIN number, unique link to download the QR code as an image or a link to download and register for the 'TillApp', the school have printed card copies of the QR codes for students that require them.

I have set out bellow some useful links and all of this information and more can be found on the schools website, [here.](#)

Thank you for your continued support.

Best wishes,

Dale Stephenson - Business Manager

Netherhall School

An Ambitious, Caring Community

Useful links:

Download the 'TillApp', <u>here</u>.

How do I credit my child's meal account balance? Instructions, <u>here</u>.

Payments and Refunds. Instructions, <u>here.</u>

Parent Pay support articles, <u>here.</u>