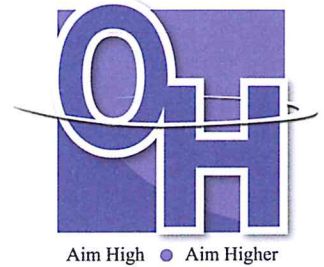


OCKER HILL ACADEMY

Gospel Oak Road, Tipton, West Midlands DY4 0DS • Tel: 0121 556 0445
www.ockerhillacademy.co.uk

Ocker Hill Academy



6th March 2024

Dear Parent/Carer,

IMPORTANT PAYMENT INFORMATION

We will soon be changing our payments provider within the **Weduc** app. This is a forced change due to the current payment provider ceasing operations on 14th March 2025.

Rest assured, we are transitioning to a new payment provider to minimise disruption to payments for clubs, trips, and other academy activities.

For now, please continue using the current system as normal via the **Weduc** app. We will update you on the next steps, including how to sign up for the new service once we have more information to share.

Our new payment provider will be **ParentPay**, the leading provider of school payment solutions in the UK - Once we have a confirmed go-live date, we will share further details.

From 15th March, all academy payments will be made through **ParentPay**, accessed in the same way via the **Weduc** app.

We suggest that if you have any money currently sitting in your 'purse' that you request a refund as the company has not yet confirmed if this will happen automatically - I have attached a guide if you are unsure of how to do this.

We will be in touch shortly with guidance on using the new system.

Thank you in advance for your patience and understanding during the swap over period

Yours sincerely,

Mrs Smith



INVESTOR IN PEOPLE

• Principal: Mr J Farmer •

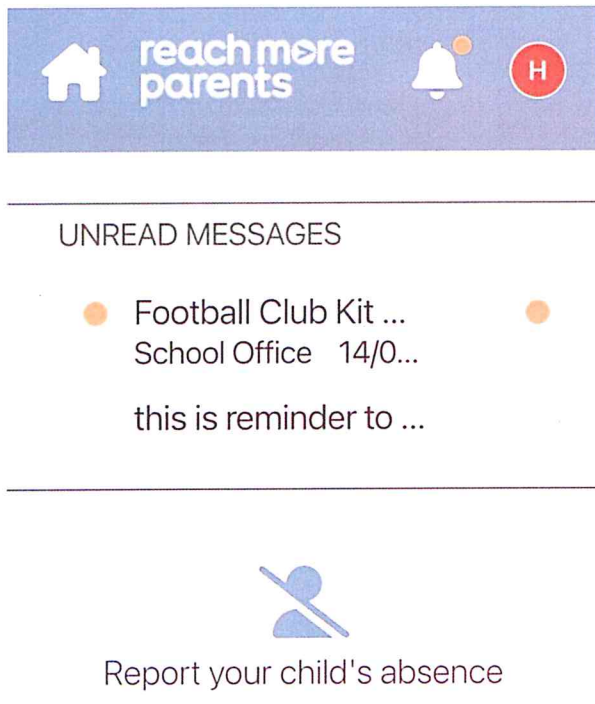


How do I request a refund ?

If you have a positive balance in your purse, you can withdraw that balance to a payment card. You may wish to complete this action if you have been issued with a refund.

Follow the below instructions to withdraw your balance.

1) Open the app and browse to the Parent Portal.



2) Tap **Payments**.



Exam timetable



Payments



Meals



3) Tap **Request a balance withdrawal for this purse.**

Online ePayments purse

PURSE NUMBER : 633799004000298567 ⓘ

PURSE REFERENCE : QX79QA ⓘ



BALANCE :
£32.10

[40 offers available](#)

[1 part paid offers available](#)

[0 bookings available](#)

[5 bookings unpaid](#)

[View transactions for this purse](#)

[Request a balance withdrawal for this purse](#)

4) Tap the field containing £ 0.00 and enter the amount you wish to withdraw. If you wish to withdraw the full balance, tap **Withdraw All**.

[< Back to Dashboard](#)

Purse Balance Withdrawal

A purse balance withdrawal is a way to request money held in your sQuid purse balance to be returned back to your payment card. [View my balance with history.](#)

Purse Balance Details:

Current balance on this purse: £32.10

Available to withdraw: £32.10 ⓘ

£ 0.00

Minimum withdrawal amount is £0.01

5) Tap **Withdraw** at the bottom of the screen.



Withdraw £2.10

***Please note Withdrawal requests can take up to 10 working days to arrive back into your account.**