



September 2016

Grant Road Crowthorne

Berkshire RG45 7HZ

Tel: 01344 772658

Fax: 01344 776623

E: [secretary@edgbarrowschool.co.uk](mailto:secretary@edgbarrowschool.co.uk)

Headteacher

Robert Elsey

Dear Parent/Carer

### Online payments system – account alerts

I am pleased to advise you that Tucasi have now introduced an account alert feature to the scopay system. This allows you to set your account to alert you in the following situations:

- When an account balance (including the cashless catering balance) falls below a level which you set.
- When a new trip becomes available for your child online.
- When a new 'product' becomes available for purchase online. This would include, for example, tickets to school productions and concerts.
- When a payment on account for a trip becomes due. You decide how many days before the deadline you would like the reminder to come through.

At present, the alerts can only be sent by e-mail, but Tucasi are intending to introduce the facility to ask for text alerts in the future. The e-mails are sent to the address registered to the account.

A copy of Tucasi's user guide for this feature is enclosed.

It is entirely up to you whether you use this service, but, if you do, I hope you will find that it improves the system and makes it easier for you to manage your account.

If you have any questions about this, please do not hesitate to contact me.

Yours faithfully

**Mrs Carolyn Pyke**  
**Business Manager**