



Mowbray Primary School
Stakeford Lane
Guide Post
Choppington
Northumberland
NE62 5HQ

Headteacher: Mr Andrew Miller

AM/LH

21 February 2025

Dear Parents/Carer

Weduc and School Payments

From my previous letter you will know that sQuid payments who handle all payments from Weduc are ceasing trading. This comes into effect from 14 March 2025. We have now been notified that balances parents/carers have on Weduc / sQuid will not be transferred to Weduc's new payment provider.

We are advising you now, to request a refund of balances on accounts currently on Weduc / sQuid and **do not** deposit large credits onto the system.

You will need to ensure you keep enough credit on to cover payments for lunches and wraparound etc up to 14 March.

To request a withdrawal please:

1. Open the app and click to browse the portal (little picture of family in the bar at the bottom of the screen).
2. Tap payments.
3. When presented with each purse / offer click "Request a balance withdrawal for this purse".
4. Enter the amount you wish to withdrawal or click "withdraw all" if you wish to withdraw the full balance.
5. Tap withdraw at the bottom of the screen.

We appreciate that this is hugely inconvenient and we apologise for this. We are unhappy with what has happened and the service being provided and as such we are terminating our contract with Weduc.

Mrs Hollocks is researching a new portal which we would like implemented before 14 March. This is not ideal given the timeframes involved. We would appreciate your comments on Weduc as well as your thoughts on what you would like any new portal to be able to do. Please complete the following Google form if you would like to send your views to Mrs Hollocks.

https://docs.google.com/forms/d/e/1FAIpQLSdH7T0OE9X5XHpiwsRyZWwxFAFCPWADG2vQ_qnm2Sv5fsBxcw/viewform?usp=header

Yours sincerely

A. Miller

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