**Parent Mail **

**Additional Help with Parentmail Payments for school lunches**

**Where can I see my child's recent lunch transactions?**

**On your computer**

From your main menu, please click into Payment History > Cashless Accounting. Here you can then select the statement you wish to view. This will list the transactions that have been made by your child. For further information, you can select a transaction by clicking into this. If you see ‘meal’ here, this means the school tills aren’t sending ParentMail details of individual items that have been purchased on each transaction. If the school tills do provide this information, you will see details of what your child has purchased here.

**On the Android App**

Open the ParentMail App, please click into Payments > History > Dinners > Select an account > Select a statement by month. This will show you a list of all actions (top ups, refunds, meals taken) related to that balance. If you see ‘meal’ here, this means the school tills aren’t sending ParentMail details of the individual items that have been purchased on each transaction. If the school tills do provide this information, you will see details of what your child has purchased here.

**On the iOS App**

Open the ParentMail App, please click into Payments > History > Dinners > Select an account > Select a statement by month. This will show you a list of all actions (top ups, refunds, meals taken) related to that balance. If you see ‘meal’ here, this means the school tills aren’t sending ParentMail details of the individual items that have been purchased on each transaction. If the school tills do provide this information, you will see details of what your child has purchased here.

**My child is entitled to free school meals, so why have I received a reminder about their balance?**

This is an automatic message sent out when a child is added to a dinner register. If your child is entitled to free school meals then please feel free to disregard the reminder and you will not need to proceed and top up their dinner account.