



Health Futures UTC
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17 January 2019

Dear Parents,

Cash Deposit Machine

Following feedback from students we have reinstated our cash payment machine to enable students to credit their accounts using coins and notes.

If you are likely to use this method, we would advise you to maintain a balance on your account using ParentPay in case your son or daughter has problems topping up by cash. The reason we disabled the machine last year was because students frequently encountered problems with it. The machine is owned by BioStore and we have to contact them to resolve issues as they arise. Common problems are:

- The cash machine not accepting coins or bank notes
- Student accounts being incorrectly credited
- The machine tearing bank notes
- The cash machine may not work

Whilst it is possible to resolve the problems above, these are often not resolved on the same day. We are not able to credit student accounts ourselves should problems arise.

If you have any questions about the cash machine, please contact our finance office.

Yours sincerely

A handwritten signature in blue ink that reads "R Umerah".

R Umerah
Principal

