



esenda

Email templates for schools

Email Templates

Below are some email templates that it may be useful to communicate changes with parents and build trust from day one. They explain what's changing, why, and how to get started. They'll help make onboarding faster, smoother, and even less stressful for both families and your administrative team.

Initial Announcement Email

Subject: Important Update - New Secure Way to Pay School Fees

Body:

Dear [Parent Name],

We're excited to let you know that, starting [Go-Live Date], all school payments will be made securely via [esenda](#). This new system makes paying school fees easier, faster, and safer.

Here's what you need to know:

- **Payment Links:** You'll receive a personalised payment link on each invoice.
- **Secure & Simple:** No more guessing reference numbers or manual transfers.
- **Guides & Videos:** Step-by-step instructions are available
 - [Video](#)
 - [Card payments](#)
 - [FX Payments](#)

- [FAQs](#)

You will receive your next invoice with a **secure Payment Link**. Simply click the link, select your preferred payment method, and complete your transaction in seconds.

To view the payment portal now, visit: [Insert your school's payment portal link]

If you have any questions, our finance team is happy to help: [Insert Contact Info].

Thank you for helping us make the transition smooth!

Best regards,
[School Name]

Reminder Email

Subject: Reminder – Your School Fee Payment is Due

Dear [Parent's Name],

A reminder that your upcoming school fee payment is due on **[due date]**.

Please use the **secure Payment Link** included in your invoice to complete your payment quickly and securely.

Why esenda?

- **Fast & Secure** – Payments are processed instantly, with bank-grade security.

- **Multiple Payment Options** – Choose from debit/credit card, bank transfer, or direct debit.
- **Automated & Hassle-Free** – Set up direct debit to ensure your fees are paid on time, every time.

How to Pay

Click your **Payment Link** in the invoice to access the school's secure payment portal: [Insert your school's payment portal link]

Please complete your payment by **[due date]** to avoid any late fees. If you have any questions, visit our **FAQ [insert link]** or contact **[finance department email/phone]**.

Best regards,

[School Name] Finance Team