

Wednesday 16 March 2022

PARENT PAY

Dear Parents

- From **Tuesday 1 March** we will use Parent Pay for all no charges. We will not accept cash or bank payments.
- There is information below and an individual log in letter will be sent out today.
- Louise is available in school on Thursday 9-4 to support parents. Please come to the school office.

1. Making secure payments online using your credit or debit card or by bank transfer

ParentPay offers you the freedom to make payments whenever and wherever you like, 24 hours a day, 7 days a week - safe in the knowledge that the technology used is of the highest internet security available.

You will have a secure online account, activated using a unique username and password. You will be prompted to change these, and to keep them safe and secure. If you have more than one child at our school, or children at other ParentPay schools, you can create a single account login for all your children.

Making a payment is straightforward, just like online shopping! No card or bank details are stored in any part of the system. Once you have activated your account you can make online payments straight away.

You will be able to see your payment history and any outstanding balance for your child in your ParentPay account.

2. Taking cash by PayPoint

PayPoint payments are recorded by ParentPay and can be seen by logging into your ParentPay account and viewing your payment history online. The nearest PayPoint store to school is The Village Supermarket, 103 Adelaide Terrace.

Please notify the School Office if you wish to use the PayPoint facility. A plastic card will be issued to you to make cash payments for school meals at local PayPoint stores. The first card is free of charge. However, any lost or damaged cards will be charged at £1.50 each. Payment cards take about two weeks to arrive, but we can issue a barcode letter as an interim measure.

Activity information letters will carry a unique barcode which will allow you to make cash payments at your local PayPoint store.

3. Childcare vouchers

For those parents/carers who pay for After School Club through a childcare voucher scheme, the voucher payments can continue to be paid to the school bank account. We will allocate the vouchers against your account in ParentPay. You will then be able to see the payment history and any outstanding balance for your child in your ParentPay account.

4. Transfer of debt / credit balances

As the school transitions to ParentPay to monitor debt balances, it would help hugely if any unpaid balances for lunch or After School Club up to the end of this half term (Friday 18th February) could be paid by bank transfer by Monday 21st February.

On Friday 18th February, all parents/carers will receive a statement by email detailing outstanding account balances.

Please note, any outstanding balances will be transferred to the ParentPay system on Monday 28th February. However, hopefully parents/carers will pay all amounts owing up to and including Friday 18th February which will reduce the work involved in transferring balances for our administrative team.

5. ParentPay Account activation details

You will receive your unique ParentPay Account activation details by email on Wednesday 16th February. The email sender will be platform@parentpay.com

It would be helpful if you could please activate your account and familiarise yourself with the ParentPay system during the half term break so that you are ready to use ParentPay from the first day of the new half term, Tuesday 1st March.

6. Other helpful information

Information	Link/Attachment
ParentPay website	www.parentpay.com
Why use ParentPay?	 Why use ParentPay.pptx
ParentPay video	https://vimeo.com/336556633
ParentPay FAQs	https://www.parentpay.com/parent-account-faqs/

Our school administration team are also, as always, on hand to help with any queries or problems, please just ask at the School Office.

We hope you will support us in achieving our goal to become a cashless school which will help us to focus on what's important – your children!

Your support in using ParentPay will help the school enormously, thank you.

Best wishes

Susan Percy

Key Dates

Date	What's happening.....
Wednesday 16th February	<ul style="list-style-type: none">▪ You will receive an email containing your unique ParentPay Account activation details.▪ Please activate your account as soon as possible and familiarise yourself with the ParentPay system during the half term break.
Friday 18th February	<ul style="list-style-type: none">▪ You will receive a statement by email detailing any amounts owing or credit balances up to and including Friday 18th February,
By Monday 21st February	<ul style="list-style-type: none">▪ Please pay any amounts owing up to Friday 18th February, by bank transfer: Unity Bank Sort code 60-83-01 Account number 20270917
Monday 28th February	<ul style="list-style-type: none">▪ Any debt or credit balances up to Friday 18th February will be transferred to the ParentPay system.
Tuesday 1st March	<ul style="list-style-type: none">▪ ParentPay system goes live.▪ Please use this system from 1st March to make payments for lunches, After School Club and any other clubs.▪ Please DO NOT make bank transfers to the school Unity bank account from this date.