

# An Introduction to our Online Payment Service



## What does ParentPay do?

- enables you to pay for visits, meals, music lessons etc
- offers a highly secure payment site
- gives you a history of all the payments you have made
- allows you to create a single account login for all your children that attend a ParentPay school
- shows you all items available for payment relevant to each of your child(ren)
- emails a receipt of your payment to the email address you register
- offers you the ability to set automated email/SMS payment reminders

## How does ParentPay help you?

- gives you the freedom to make payments to school whenever and wherever you like
- gives you peace of mind that your payment has been made safely and securely
- helps with budgeting; payments are immediate
- payments for more expensive trips can be made by instalments up to the due date
- you never need miss a payment or have insufficient credit with automated email/SMS alerts
- ParentPay is quick and easy to use

## How does ParentPay help our school?

- keeps accurate records of payments made for every student
- payments do not bounce
- reduces paper 'waste'
- allows for easy and quick refunds to be made back to your Parent Pay account
- improves communication between the school and parents concerning payments
- offers a more efficient payment collection process, reducing the amount of money held on school premises
- helps us improve school-home communication with its integrated email/SMS messaging centre
- Increased speed of service in our restaurant reducing queuing times
- Anonymity on Free School Meals reducing bullying
- Students do not need to carry cash preventing theft/loss

## **How do I get started?**

We will give you an activation letter containing your activation username and password to enable you to setup your ParentPay account. During the activation process you will be guided through changing your username and password to something more memorable; if you have more than one child at a ParentPay school/s you can also add children to a single account providing one login for all children at ParentPay schools

## **Using PayPoint**

Parents who need to continue making payments by cash may do so using the PayPoint network at local convenience stores as the UTC cannot accept cash. PayPoint payments are recorded by ParentPay and can be seen by logging into your ParentPay account and viewing your payment history online. Any Parents wanting to make payments in cash must request the necessary information from the UTC.

## **ParentPay FAQs**

### **What is a Cashless System?**

A Cashless Catering System is a solution, which is purpose designed to meet the ever evolving needs and demands of the Catering Provision that is required by today's Schools and Academies. The Trust-e Cashless Solution allows schools to be better able to provide their students with a faster, more efficient and more appealing meal service.

### **What is Biometric?**

Biometric is simply a method of identifying an individual person. We will be using an algorithm based scan, which reads between 50 & 130 points on the finger/thumb. It is not a fingerprint in any way, shape or form and is of use only in the cashless system.

### **How does a Biometric System work?**

The information of a pupil or staff member, who has been biometrically registered, is stored on a secure Biometric Controller within the school, which only our provider, Biostore can access. Once an account is credited the pupil or staff member places their finger/thumb on the EPOS Terminal, which looks up their account details and allows them to purchase items using only this method of identification.

### **How does my child register on the Biometric System?**

During the induction day your child will attend at a requested time and they will be required to place their finger/thumb on a Biometric sensor twice to obtain a matching template, which only takes a few seconds. If you have chosen to 'Opt Out' of this procedure, your child will be presented with a 4 digit PIN Code.

**What methods of payment can be used to credit an account?** A minimum of £5 can be credited to an account by way of any of the following methods. Once an account has been credited the monies cannot be withdrawn and must be spent on the school meal/break services. **Online Payments:** To make a payment on line please go to the ParentPay website to make an electronic payment. **PayPoint:** If you wish to use PayPoint, please contact **Mrs Round, Director of Operations.**

### **Which cards can I use?**

ParentPay accepts MasterCard and Visa credit cards, and Maestro, Switch, Delta, Electron, Solo and Visa debit cards. Some schools may limit the use of credit cards for some transactions; you will be informed by the school directly of any such restrictions

### **Is it safe to make payments on the internet?**

Yes. ParentPay uses leading technology to process your card transactions securely. All communication with the bank is encrypted and neither ParentPay nor the school have access to your card details.

**How can I check that it's secure?**

Standard website addresses begin with *http*; the address for a secure site will always begin with *https*. You will also see a padlock at the bottom/top right of the screen on our login page and after you have logged into your account; never enter your card details or personal data on any web page whose address does not start *https*.

**What about our personal information?**

ParentPay holds a very limited amount of information about you and your child solely for the purpose of administering your account; however ParentPay does not use your personal information other than for supporting the school. We do not share or give information to any other organisations. We operate under strict guidelines set out by the Data Protection Act 1998. ParentPay will NEVER contact you by phone, email or mail and ask you to divulge confidential information like passwords or card numbers. If you are ever contacted by someone claiming to be from ParentPay, please contact us immediately on 01902 872180.

**I don't have a home PC so how can I use ParentPay?**

Why not visit your local library, internet café or see if you can get access to a computer at work alternatively ask if you can use your school's computers.

**Can I change the daily 'Spend Limit'?**

Yes – The daily 'Spend Limit' has a default of £5 but this may be changed by written request to **Mrs Round, Director of Operations**.

**How do 'free meal' entitlements work?**

All free meal entitlements will be entered on to the system in time for the lunch service. The Cashless Catering System will, on a daily basis, automatically allocate the appropriate accounts with the free meal amounts. Students with Free Meal Entitlements remain anonymous at all times as all account types are accessed in the exact same manner regardless as to whether paid for or not. NB. Any monies not spent from the daily free meal allocation will not be carried over to the next day.

**Can anyone else use my child's account?**

No – Due to the extensive security on Biometric templates no-one will be able to access your child's account. As a secondary precaution a photo image is allocated to each pupil. If your child is using a 4 digit PIN Code, which someone obtains and attempts to use, the photograph shown on the EPOS Terminal will alert the operator of a fraudulent sale taking place.

**What happens if my child's account is not in credit?**

A child is never refused a meal, an email will be sent to parents and it is expected that parents will top up that day.

**Benefits of the Trust-e Cashless Catering System**

- Increased speed of service reducing queuing times
- Anonymity on Free School Meals reducing bullying
- Facility to pay On-Line
- No need to carry cash preventing loss/theft
- Students learn about important lifestyle control by monitoring their own accounts