

Dear Parent/Carer,

**Coming soon: Cashless Catering and Online payments to school!**

I am pleased to inform you that we are working with Solihull MBC to install a cashless catering system - our go live date is planned for the 21<sup>st</sup> November 2011. The new system will allow us to enhance the provision of the school meals service, and will provide us with a more efficient, faster and ultimately better quality of service.

We will also be introducing a more convenient way to pay for school meals, trips, after school clubs and much more online, using a secure service called ParentPay.

We will no longer be accepting cash and cheque payments, making the school a cash-free environment. Parents who need to continue making payments by cash may do so using the PayPoint network at local convenience stores.

**Making secure payments online using your credit or debit card**

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 these will be sent to you in due course; you will be prompted to change these, and to keep them safe and secure. If you have more than one child at our school, you can merge their accounts to create one login for all your children.

Making a payment is straightforward and ParentPay holds a payment history for you to view at a later date; no card details are stored in any part of the system. Once you've activated your account you can make online payments straight away.

**Using PayPoint**

PayPoint payments are recorded by ParentPay and can be seen by logging into your ParentPay account and viewing your payment history online. A list of the nearest PayPoint stores to school will be made available shortly.

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, a cost will be incurred for replacement cards.

We hope you will support us in achieving our goal to become a cashless school and reduce the risks associated with having cash on our school premises. Your support in using ParentPay will help the school enormously, thank you.

For further information on ParentPay please see the FAQs overleaf or visit [www.parentpay.com](http://www.parentpay.com).

Yours sincerely

Mark Pratt  
Headteacher

## ParentPay FAQs

- **When can I log in to my account?**

We aim to issue implementation letters to you the week prior to going live.

Once you have received your activation letter from school with your activation login details you'll be able to activate your account and start making payments.

Please note this login will be different to the numbers used previously under the Epayment system.

- **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 ParentPay immediately on 0845 257 5540.

- **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.

- **What happens if I forget my login?**

If you are unable to access ParentPay, please use the Username reminder/password reset link found on our login page; you will be emailed a copy of your password. The password will be sent to the registered email address. If you have changed your email address you will not receive the password reset email and you will need to contact the school who will be able to advise you of your password. As soon as you log into your account go to the My Profile tab. Here you can amend your password and update your email address to ensure you are able to receive password reset information, payment receipts and alerts.

- **Will I still be able to access SMBC's Epayment facility to pay for school items?**

No. The introduction of the new cashless catering system will be used for all future school payments and will immediately supersede the Epayment facility. You will also be provided with a new login to activate the new system.

For more information please visit [www.parentpay.com](http://www.parentpay.com)