



26 April 2018

Dear Parent/Carer,

### **ONLINE PAYMENTS WITH PARENTPAY**

In July we will be introducing a new way to pay for school meals, visits, revision guides and other incidental purchases through the school. This will be by a secure online service called ParentPay.

ParentPay will become live on 1<sup>st</sup> July 2018 and from this date we will no longer accept cash or cheque payments. If you do need to continue making payments by cash, you may do so using the PayPoint network at local convenience stores.

#### **Paying with a credit or debit card online**

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 method used is of the highest internet security available.

You will have a secure online account, activated by using a unique username and password. 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 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 have activated your individual account you can make online payments straight away.

#### **Paying with cash using 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 stores to school are shown on the attached map.

Please notify the Finance Office if you wish to use the PayPoint facility. If you wish to pay for school meals in this way, you will receive a letter carrying a barcode. This will enable you to pay at PayPoint stores. Alternatively, a plastic card that fits neatly into your wallet can be purchased from school at a cost of £1.50; this can be used instead of the barcoded letter.

For visits, revision guides and other purchases you will be given letters carrying a unique barcode which will allow you to make cash payments at your local PayPoint store.

#### **You will receive your unique ParentPay Account activation details w/c 25<sup>th</sup> June 2018.**

For further information on ParentPay please see the FAQs overleaf.

Yours sincerely

Natalie Waters  
Headteacher

## ParentPay FAQs

- **Whom can I contact if I wish to use the PayPoint facility?**

Please call 01905 774421 to speak to a member of the Finance team or email [farquharsonkj@droitwichspahigh.worcs.sch.uk](mailto:farquharsonkj@droitwichspahigh.worcs.sch.uk)

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

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

- **Will I still be able to use the Payments 4 Schools online service?**

No, this service will be suspended on 27<sup>th</sup> June 2018.

- **Which cards can I use?**

ParentPay accepts MasterCard, Visa and American Express credit cards, and Maestro, Switch, Delta, Electron, Solo and Visa debit cards.

- **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 or 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*.

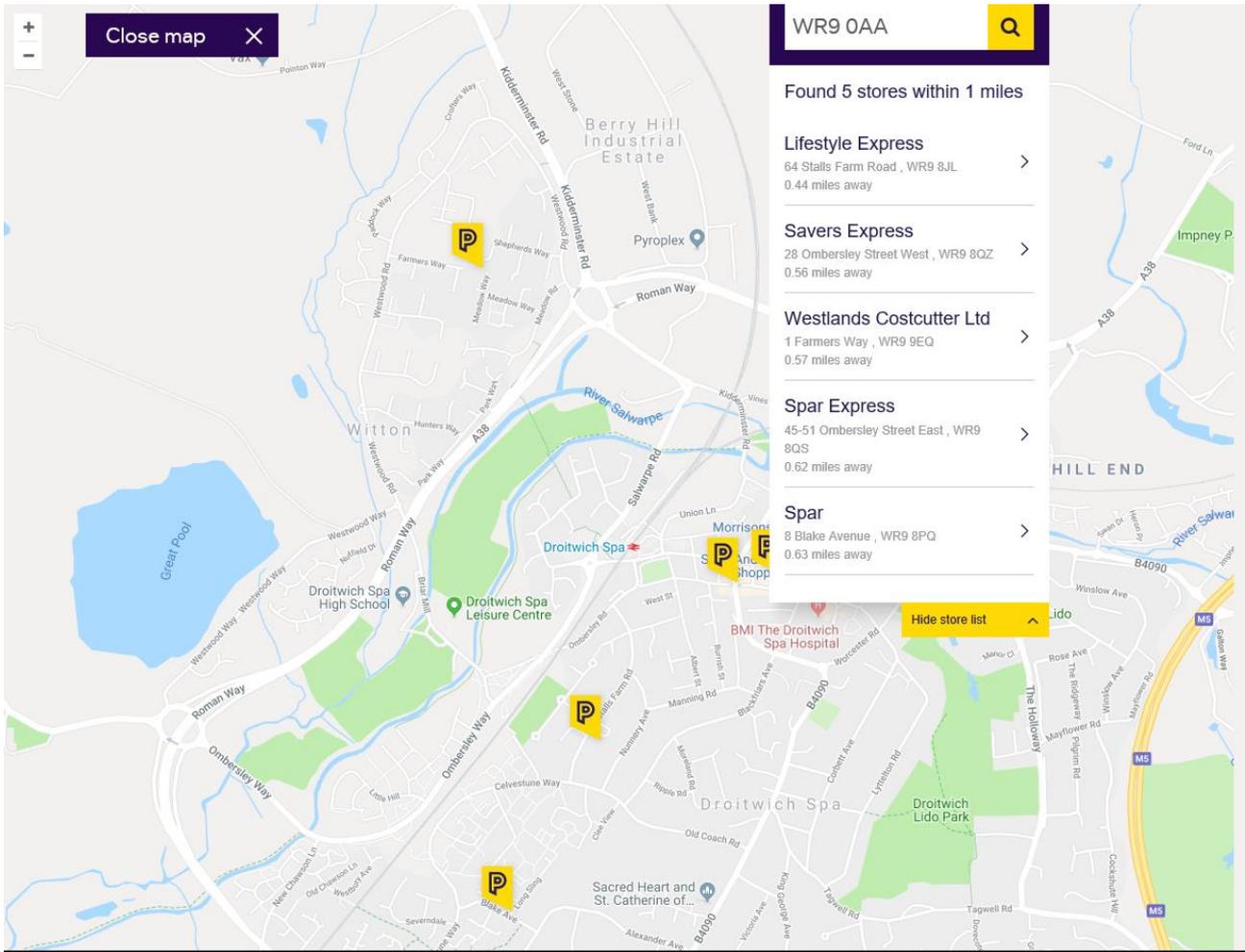
- **What about our personal information?**

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. It does 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 post and ask you to divulge confidential information such as passwords or card numbers. If you are ever contacted by someone claiming to be from ParentPay, report this immediately on 02476 994 820.

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

**Please find a list and a map of the nearest PayPoint Stores to the school.**



**More information can be found at [www.paypoint.com](http://www.paypoint.com)**