



June 2018

Dear Parent/Carer

ParentPay – our new online payment service.



We are pleased to announce that we will shortly be accepting online payments via the ParentPay website. You will receive your activation letter the week commencing 25th June 2018, ready for the system to go live on 1st July 2018.

From this date, we will no longer accept cash or cheque payments in school.

Paying with a credit or debit card online is the easiest and quickest way to pay

It is fast and easy to log on to ParentPay on your PC or mobile device at any time of the day to pay for things like school meals, trips and resources. You can pay for more than one item at a time. Once you have logged on, just add all the items you wish to pay for into your basket and then pay using the secure checkout.

Paying with cash using PayPoint

Please fill in the attached form if you would like to use this service.

If you wish to pay for school meals by cash, please contact the Finance team (details in the FAQs) to request a free unique barcoded letter, which will be scanned at the PayPoint shop. 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 trips, revision guides and other purchases you can request a letter that carries a unique barcode for that trip or payment item.

For further information on ParentPay and PayPoint please see the FAQs overleaf.

Yours sincerely

**Natalie Waters
Head Teacher**

ParentPay FAQs

- **When can I log in to my account?**
Activation letters will be sent out at the end of June. You will be able to activate your account on 1st July 2018 and start making payments straight away.
- **Will I still be able to use the Payments 4 Schools online service?**
No, this service will be suspended on 27th June 2018.
- **Will my child still be able to pay cash in on their thumb account at the Reval machines around school?**
No, this service will be suspended on 29th June 2018 at 2pm.
- **I don't have a computer; can I use ParentPay on a mobile phone or other device?**
Yes, it is so easy to use ParentPay on your Android, iOS or Windows device such as a smartphone or tablet.
- **Where can I use the PayPoint facility for paying cash?**
There are several local shops where you can access this facility. Please visit www.paypoint.com and enter your postcode to find your nearest shop.
- **Can I purchase a PayPoint card so I can pay cash at a PayPoint shop for school meals?**
Yes. You will require one card per child and the cost is £1.50 per card. Please fill in the attached form to request one. Cards take approximately 5-10 working days to be produced. Free barcoded letters are also available to pay for school meals.
- **Can I purchase a PayPoint card so I can pay cash at a PayPoint shop for trips and resources?**
No. A unique barcoded letter can be provided for these items. You will need one barcoded letter for each child for each different item (such as for each trip). You will be able to request this from a member of the Finance team when necessary.
- **Can I order a replacement PayPoint card if I lose mine?**
Lost cards are replaceable at £1.50 per card. Please ask your child to collect an order form from Finance or Student Reception.
- **Do I need a separate ParentPay account for each of my children?**
No you don't. You can have up to six active children to a single ParentPay account, even if the children attend a different school (schools must use the ParentPay service).
- **Whom can I contact to ask any other questions about this facility?**
Please contact a member of the Finance team on 01905 774421 or email farquharsonkj@droitwichspahigh.worcs.sch.uk .
- **What about our personal information?**
ParentPay and Droitwich Spa High School are compliant with the latest EU data protection directives called General Data Protection Regulations (GDPR) so you can be assured your personal information is safe. Please also see our data protection and privacy policies on the school website.

For more information please visit www.parentpay.com

REQUEST TO USE THE PAYPOINT FACILITY

(Please use this form only if you wish to pay with cash at local PayPoint shops)

PLEASE RETURN THIS FORM TO STUDENT RECEPTION BY FRIDAY 15TH JUNE

If you are ordering PayPoint cards, you need to order one card for each child. Payment for school meals only. Currently only one card can be ordered per child.

Student Name	Student Form	Free Barcoded Letter (please write number of copies required)	£1.50 PayPoint Card (please tick)

Total Number of PayPoint Cards		£1.50 each	Total enclosed	£
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Your child will be notified when these are ready for collection.