

# How to use ParentPay & Cashless catering

Parents can credit their child's account in one of three ways:

via ParentPay®, a convenient online method using a credit or debit card

via PayPoint™, at local stores, or

By cheque to the academy.

## What about students who are entitled to free academy meals?

The daily free meal allowance will automatically be added to the student's account. Parents are able to top this up. Any unused free meal allowance is removed daily and does not accumulate.

## How do parents use ParentPay?

All parents are issued with a unique username and password to log into the ParentPay website – [www.parentpay.com/](http://www.parentpay.com/). ParentPay accepts MasterCard and Visa credit cards and Maestro, Switch, Delta, Electron, Solo and Visa debit cards. Parents can view online the balance of their child's catering account and a record of the payments made. Parents have the flexibility to make payments online as regularly and as often as they wish. Parents may find it convenient to top up their child's account monthly or weekly. The minimum top-up is £5.

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

Yes. In fact, it's as safe to pay online with ParentPay as it is to use your credit card in a shop or over the phone. ParentPay uses leading technology to process your credit/debit card transactions securely. All communication with the bank is encrypted (jumbled so no one else can read it). No credit/debit card details are stored in any part of the system.

## What about our personal information?

ParentPay uses a very limited amount of information about you and your child solely for the purpose of administering your account; information is not shared or given to any other organisations. ParentPay and the academy operate under strict guidelines set out by the Data Protection Act 1998, which ensure the protection and care of personal information.

## What do I do if I am unable to log onto ParentPay?

The ParentPay internet service should be reliable and available at any time. However, if parents experience any problems they should contact the academy on 01621 854681 for advice.

## What do I do if I forget my ParentPay password?

The ParentPay website has a password reset facility:

[Click here to reset your ParentPay password.](#)

## What if a parent needs to pay for their child's meals in cash?

The academy is registering with PayPoint so that parents are able to take cash to their local convenience stores in order to top up their child's account.

## How do parents use PayPoint?

Parents who do not wish to make payments via their bank account can top up their child's account using cash at PayPoint facilities in their local convenience stores. Parents who choose this method will be issued with a PayPoint card. Payments made by PayPoint may take up to 2 days to be credited to your child's account.

## Where can I find a PayPoint agent?

A full list can be found on the PayPoint website:

[Click here to see the PayPoint store locator.](#)

## What happens if a student loses a card?

In the event of a lost or stolen card the user does not lose the money on the account. Students or parents will need to notify Student Services and processes will be in place to stop the card and provide students with a temporary facility until a permanent replacement is provided. There will be a charge of £3 made to the account for issuing a replacement card.

## Do credits to the my child's account expire?

No, all payments will remain on the account until debited for purchases made.

## Will there be a daily spend limit for students?

The academy will set a spend limit for all students of £4. Parents can choose to set their own limit by informing the academy of the amount they require.

## What if parents do not have internet access at home?

Parents may wish to visit their local library, internet café or use a computer at their work, if this is permissible.

## Once I have topped up, how quick will my child's account be credited?

With ParentPay (online), if the top ups are carried out by 9.30am the student's account will be credited in time for break and if top ups are carried out by 11.00am the students' accounts will be credited in time for the lunchtime session. With the cheque method of payment the student's account will be credited ready for the following day. PayPoint payments may take up to 2 days to be credited.

## Can parents top up their child's account by cheque?

There will be a facility for parents to bring cheques into the academy to credit their child's account. This method of payment will not credit an account immediately but cheques will be credited to the account ready for the following day.

## My child brings sandwiches to the academy; can my child purchase food on the odd occasion?

All parents will be issued with usernames and passwords and will be able to access ParentPay at any time or any other method of payment mentioned above in order to credit their child's account. Therefore, students who bring sandwiches to the academy will also be able to make purchases using their card. It is advisable that, even if a student brings sandwiches, there is a small amount on their account.

## Frequently Asked Questions for Staff

Do staff also use ParentPay?

Yes, both staff and parents use ParentPay to view their accounts and the transactions made as well as make top-up payments online.

## How do staff top-up?

Staff can top-up their accounts in one of three ways:-

Via ParentPay®, a convenient online method using a credit or debit card

Via PayPoint™ , at local convenience stores, or

By cheque to the academy.

## Can staff use cash?

Yes, but only in the Coffee Shop located in the College all other outlets within the Plume are totally Cashless.