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9<sup>th</sup> June 2015

Dear Parents,

**Coming soon: Online payments to school with ParentPay.**

Starting on 8<sup>th</sup> September 2015 (first day back after summer) we will be introducing a more convenient way to pay for school meals and trips online, using a secure service called ParentPay.

ParentPay will be live at school in September; from this date we will be working towards no longer accepting cash and cheque payments, making the school a cash-free environment.

**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; you will be prompted to change these, and to keep them safe and secure. 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've activated your account you can make online payments straight away.

We hope you will support us in achieving our goal to become a cashless school and reduce the workload on our staff. We hope this system will improve cash control in the office and enable us to comply fully with financial regulations – something that can be very difficult in a school as small as ours.

Your support in using ParentPay will help the school enormously, thank you.

**You will receive your unique ParentPay Account activation details before the end of term.**

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

### What does ParentPay do?

- enables you to pay for dinners and other items such as trips, visits and activities.
- offers a highly secure payment site
- gives you a history of all the payments you have made
- allows to create a single account login across all your children that attend a ParentPay school
- shows you all items available for payment relevant to each of your children
- emails a receipt of your payment to the email address you register
- offers you the ability to set automated email/SMS payment reminders
- enables you to give permission for trips at the same time as paying

### How does ParentPay help you?

- gives you the freedom to make payments to school whenever and wherever you like
- stops you having to write cheques or search for cash to send to school
- gives you peace of mind that your payment has been made safely and securely
- helps with budgeting; payments are immediate, there is no waiting for cheques to clear
- payments for many of the larger 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?

- reduces the administrative time spent on banking procedures
- keeps accurate records of payments made to every service for every student
- payments do not bounce
- reduces paper 'waste'
- allows for easy and quick refunds to be made back to the payment card
- 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

### How do I get started?

We will send you an activation letter in due course, 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.

## ParentPay FAQs

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

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. This letter will be sent to you soon by your school.

- **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 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 alternatively ask if you can use your school's computers. Many schools have computers available for parents and will be happy to show you how to use them.

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

### What other schools say –

“It's an easy system to use - we have a 99.9% uptake on ParentPay, so have very little to bank”.

“We have been using ParentPay for 3 years. It was very easy to introduce to parents who were very receptive towards this method of payment. The system is used for dinner monies and school trips. The cash we handle has been greatly reduced and I would definitely recommend ParentPay”.

“Our credit control is vastly improved.....”