



Sherburn High School

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Dear Parent/Carer,

PARENTPAY PAYMENTS FOR SCHOOL TRIPS AND SCHOOL MEALS

Online payments for school trips and school meals with ParentPay!

We have a convenient way to pay for school trips and school meals using a secure service called ParentPay.

We no longer accept cash and cheque payment for school trips or school meals which is a positive move towards 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 for your child's trip 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 any school using parentpay, you can add their accounts together 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.

We hope you will support us in achieving our goal to become a cashless school and reduce the workload on our staff. Your support in using ParentPay will help the school enormously, thank you.

If you have not received your activation letter please contact the school.

For further information on ParentPay and the advantages of using an online payment system, please see the information sheets attached or visit www.parentpay.com.

Yours sincerely

Maria Williams
Headteacher



What does ParentPay do?

- enables you to pay for school trips via credit/debit card
- offers a highly secure payment site
- gives you a history of all the payments you have made
- allows you to add your other children to the same account regardless of which school they attend
- 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

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
- 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

More information

More information can be found on the ParentPay website, alternatively contact Jill Pounder or Debbie Jackson at the school.

ParentPay FAQs

- **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