

## **PARENTPAY - ONLINE PAYMENT SYSTEM FOR SCHOOL MEALS & TRIPS**

Sweyne Park School uses an online service call **ParentPay®** as a more convenient way to pay for school meals, trips, school transport, music tuition and much more.

### **1. Online using your credit or debit card**

ParentPay offers you the freedom to make payments whenever and wherever you like 24-7, safe in the knowledge that the technology used is the highest internet security available. Your family has a secure online account, which can be accessed with a unique user ID and password. You should change these to something you will easily remember. ParentPay enables you to view all items available to each of your children along with relevant costs and details. You will also be able to view what your child has purchased from our canteen.

Making a payment is easy, simply select the item to pay and follow the instructions to complete your payment. You can pay for multiple items during a single online session. ParentPay holds an electronic record of your payments to view at a later date should you wish. No card details are stored in any part of the system.

### **2. Use a PayPoint™ card and pay cash at local stores (School Meals Only)**

Those of you who prefer to continue using cash can pay in local PayPoint stores.

Those parents choosing to use PayPoint as their preferred method will receive a payment card through the post and may start using it immediately. PayPoint payments are also recorded by ParentPay and can be seen by logging onto your ParentPay account and viewing your payment history. Payments made using a PayPoint card can take up to 24 hours to show on your child's catering account.

### **3. ParentPay Communication Centre**

This allows us as a school to contact you direct through emailing or texting any new trips and services your child may be eligible for. We can also send out information to parents this way as well. Parents can also set up to have text alerts sent to them informing them of when their child's catering balance drops to a certain amount (ParentPay makes a small charge for this service, please see 'My Alerts' in your account for more information). If the school sends you emails or texts there is no charge for this. For us to contact you through ParentPay you must ensure you enter an email address and mobile telephone number in your profile.

***See overleaf for Frequently Asked Questions.***

## Frequently Asked Questions

### How do I use ParentPay?

Sweyne Park School will soon issue you with a unique username and password. Just go to [www.parentpay.com](http://www.parentpay.com) and login with these details. Go to 'Profile' and change your password and username to something memorable. Also, register your e-mail address here so we can send receipts of payments and the school can notify you easily when payments need to be made. That's it, now you can start making hassle free, secure payments to Sweyne Park School whenever you like.

### What cards can I use?

ParentPay accepts MasterCard and Visa credit cards and Maestro, Switch, Delta, Electron, Solo and Visa debit cards. The minimum payment is £5.00.

### 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 up so no one else can read it). Neither ParentPay nor the school have access to your card details and your card details are never kept by ParentPay or Sweyne Park School.

### How can I check that it's secure?

Standard website addresses begin with 'http' whereas the address for a secure site will always begin with 'https'. You will also see a 'padlock' at the bottom right of the screen. Never enter your card details or personal data on any web page whose address does not start with 'https'.

### 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; we do not share or give information to any other organisations. We operate under strict guidelines set out by The General Data Protection Regulation (GDPR) 2018 which ensures the protection and care of personal information. This means that any information you give us electronically will only be used for the purpose that you intended.

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 them immediately on 08700 420550.

### Can I use ParentPay if I don't have a home PC?

Yes you can. We can provide support at school or try visiting your local library, internet café, or see if you can get access to a computer at work.

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

# Cashless School Meals System

## ***What is a Cashless System?***

At the heart of the cashless system there is sophisticated computer controlled Software. This allows the system to recognise each individual pupil, hold individual cash balances, record cash spent and payments received, and record what food is purchased, on any specific date and time of day. This system is linked to ParentPay.

The system will give the following benefits:

- Convenience of paying for school meals. No more looking for change every morning.
- Alleviates many of the associated problems with the use of cash in schools.
- Queuing times reduced through speed of service.
- Automatic free school meal allocation with the pupil remaining anonymous.
- No loss or misuse of school dinner money in or out of school.
- Pupils acquire important life skills by being responsible for their own account.

## ***How are pupils recognised by the system?***

The system uses biometric finger ID technology. Each pupil will have their finger ID registered as part of the system installation. Pupils, parents and staff can be assured that the finger ID images cannot be used by any other source for identification. The system uses an image of the finger ID to create a mathematical algorithm and then discards the finger ID, only the numbers remain and these cannot be reinterpreted back into a finger ID image. Finger ID registration is voluntary and those not wishing their son/daughter to sign up will still be able to use the system but will be issued with an individual number.

## ***How is the 'finger' used to obtain a school meal?***

The pupil places his/her finger on a finger ID reader at the till. This opens the pupil's individual account at the till. A display will show the server the pupil's name and current cash balance held within the system. The selected food items will be entered into the system from an itemised keyboard while the amount spent and the new cash balance will show on the display.

## ***How is money entered into the system?***

- a) ParentPay – **online (the preferred method). Please ensure you top up at least a couple of hours in advance or preferably the day before.**
- b) PayPoint card – at a local store - see separate information sheet.
- c) By cash into the automatic cash Revaluation Unit located in the school which is set to accept £20, £10, and £5 notes and £2, £1, 50p, 20p, and 10p coins. **Change isn't available at the units so please ensure you send in the correct amount. All of the money entered into the unit is created to the child's account.**

### ***How does the revaluation station work?***

Firstly, the pupil places their thumb on the reader at the Revaluation Unit, which will open their account within the system and the pupil's name and current cash balance will be displayed.

Secondly the pupil inserts coins and/or notes into the slot(s). Each time money is added the total balance increase will show on the display.

### ***How will the pupil be able to check what the current cash balance is held in the system at any one time?***

In two ways:

- a) The revaluation unit. The pupil will simply place his/her finger on the reader at the Revaluation Unit; the balance will then be displayed. There is no need to deposit money.
- b) A customer display at the point of sale will show the new cash balance when food service has finished.

### ***If we pay for a set number of school meals, can it be spent in one day?***

No, a daily global spend limit of £7 per day will be set and automatically managed by the system. However, this may not be acceptable to all, so on request an individual limit can be set if the school is informed in writing.

### ***What if a pupil does not hold a sufficient cash balance one day to pay for a school dinner?***

No pupil is refused a school dinner because they have insufficient funds on their account. The school will allow for the pupil to borrow money via a credit slip for **ONE** day. Pupils should report to Pupil Services at break time or at the start of lunchtime to make arrangements for this. The account should be topped up via ParentPay and the money will be deducted the following day.

### ***What about pupils entitled to a 'free school meal'?***

All pupils will use their thumb to open their accounts at the tills. The amount allocated for the free school meal will be automatically added by the system to the entitled pupil's account on a daily basis. Any 'under spend' or missed meals will be identified by the system and will **not be added** to the next day's balance. The pupil can also add extra cash to his/her balance in the system by any of the methods mentioned above. This will enable them to a greater daily spend; perhaps for break time snacks, than simply the 'free school meal' allocation.

### ***What if I don't want my child eating certain foods?***

The system allows for blocks to be made on certain foods if you wish us to. Any such request should be put in writing.

## **Data Handling**

Certain data will be held on the system to enable accurate operation. This will include your child's name, registration group, photograph, account balance and meal entitlement. This data will be handled under the guidelines of The General Data Protection Regulation (GDPR) 2018.