



## Petersfield Church of England (A) Primary School

### Online Payment

#### What is ParentPay?

ParentPay is our online payment system which we introduced to simplify the way parents pay for school meals, school visits and also for the Puffins Out of School club. We know from comments received that parents find it easy and convenient to use. When your child starts at Petersfield, you will be given a username and password. After that, any questions about ParentPay should be raised with the office and any Puffins queries about ParentPay should be raised with the Puffins administrator. Below are some Frequently Asked Questions and answers.

#### How can I use ParentPay?

To create a new account, you will need to have the account activation letter provided by your school to hand. Please see the office and they will provide you with a letter with instructions: a user name and password. You will also need to be able to access your email as your email address will become your new username and is used for the verification process. If you have lost your activation letter or not yet received it, please contact the school office.

Please note, if you have previously had a ParentPay account you should attempt to login to this account and follow the add a child process, rather than creating a new one.

1. Navigate to [www.parentpay.com](http://www.parentpay.com)
2. Select **Login** at the top right corner of the screen
3. Enter the **username** and **password** (activation codes) provided in your account activation letter and select **Login**
4. Complete the activation as detailed on the screen.

You can now log in to your account.

#### How do I pay for items from My Parent Account?

You can now pay for items using either card, or Parent Account funds, or a combination of both. Please see the ParentPay website to find out more about Parent Account Funds.

#### Paying with credit/debit card:

1. Log in to your ParentPay account
2. Select the button with the  symbol to quickly pay for meal, or the **Pay for other items** for a full list of this child's items for payment\*
3. Select either **View basket and pay** or **Continue shopping**.
4. Once you have selected all your items, your basket and order summary will be displayed. Review the details and select **Pay now** (please note that the amount you are required to pay will be reduced by any credit you have in your Parent Account balance).

\*For quick meal payments, enter the amount you wish to credit your child's meal account with and **Add to basket**.

\*For other items select **View details and pay** against the item you wish to purchase and then **Add to basket**

#### When should I pay for my child's meals?

Dinner money can be paid as and when necessary to keep your account in credit. There is the flexibility to pay weekly, termly or as you choose to suit you. Meals must be paid for in advance

#### What if there are mistakes on the system?

As this system is live, any changes we make you can see instantly. Therefore you will see dinners registered on the morning before they have eaten the meal. From time to time, mistakes are made, children go home ill, or are on school visits and we simply ask that you if you spot an error, please let us know and we will rectify any mistakes. Please allow us until 10am the following day to make any changes to dinner payments before contacting us

#### Why does the 'Booking Tab' not work?

Some schools ask all parents to 'book' exactly when and what their child is going to eat for their school meal. We have never done this and value the flexibility that enables parents to decide on a morning before school whether their child should have a dinner. Therefore the 'Booking' tab in ParentPay is not active and parents can only pay for meals on the system. Please see the school specific information section where you can click on the link to the menus for your information. Please ensure your child knows whether they are having a school meal or packed lunch each day so they can tell the teacher at morning registration.

#### How do I pay for Puffins?

Invoices for Puffins are issued at the start of the following month and the amount due will show on ParentPay for you to pay.

#### How do I pay for clubs?

Where clubs are not paid directly to external providers, information about cost of school clubs will be provided and once bookings are confirmed to you, the amount to pay will show on ParentPay for you to pay.

#### How do I make my voluntary donation for school visits?

Under the terms of the Education Act 1996, most educational visits cannot be charged for compulsorily but a voluntary donation can be requested. Parents should be aware that the school reserves the right to cancel these activities if insufficient donations are received. Any pupil in receipt of Free School Meals (which is different to Universal Infant Free School Meals) or the pupil Premium, may not be charged for visits but signed consent is required from all parents. Consent is given on ParentPay when the visit is paid for.

**I have been sent a user name and password for more than one of my children. Can I link the accounts?**

- Activate and login to the account you want to add your other children to, this will become the only account you use in future.
- Click on the 'Add a child' tab on the home page.
- Enter the username and password provided in any other activation letter (or existing username and password if already activated).
- Then click 'Search'. Your child's name will be listed on screen.
- Click 'Add to my account'.
- On your homepage, you should now see an additional tab for the child you have added to the account

Repeat this process for any other children you wish to add to your account - up to a maximum of 6 children in a single account.

**How can I use ParentPay if I do not have access to the internet?**

There is a dedicated laptop in school which you can use for ParentPay payments. If you would like help with any aspect of the system then please let us know

**How can I pay by cash?**

Should you wish to pay by cash, you can request a PayPoint Card from the School Office. This can be used at any PayPoint (available in over 29,000 quick and convenient places across the UK, including 5 within 5 miles of school, of which most are open early until late, 7 days a week).

**What do I do If I have any questions about ParentPay at Petersfield?**

More information about ParentPay can be found on the ParentPay website: [www.parentpay.com](http://www.parentpay.com)



Visit the school website.

Speak to a member of the Office staff



Mrs Verity Wynn  
Secretary

# ParentPay at Petersfield

**Online Payment System  
Enabling parents to pay for school  
meals, Puffins, visits etc.**

**Welcome to  
Petersfield Church of England (A)  
Primary School**

Hurdleditch Road,  
Orwell  
SG8 5QG

Tel: 01223 207382

[office@petersfield.cambs.sch.uk](mailto:office@petersfield.cambs.sch.uk)  
[www.petersfield.cambs.sch.uk](http://www.petersfield.cambs.sch.uk)

**Co-Headteachers**

Mrs Rachel Peachey  
Mrs Laura Penrose

**Please take a leaflet.**

**Working together both to safeguard and to  
enable all children to reach their full  
potential.**

If you are unsure about anything or have any questions or concerns during your visit, please inform a member of staff immediately or let the school office know.

Sept 2020