

More information

Following a pilot that ran from April to June 2016, East Renfrewshire Council is pleased to announce that feedback from schools and parents/carers was really positive and as such will be implementing the new service in 3 High schools and 10 primaries during the month of October 2016.

In light of this the current online school payment service will **not** be available from Friday 7 October 2016 for the schools involved. Work is required to integrate the new service to our catering provider. It is expected that this work could take a couple of days to complete. Once this work is done the new online service will be available to pay for school meals only. All other items currently available online will be transferred to the new service soon afterwards. Please ensure there are sufficient funds in your child's catering account prior to the 7 October switch-off to accommodate the downtime.

Please note: Friday 14 October is an In-Service day and the 17 – 21 October is the holiday week.

The schedule of work for the cluster group is:

St Luke's High – work will start 11 October. All things going well the new online service is expected to be live for school meals only 13 October.

St John's Primary- work will start 22 October. All things going well the new online service is expected to be live for school meals only 24 October.

St Mark's Primary - work will start 19 October. All things going well the new online service is expected to be live for school meals only 21 October.

St Thomas' Primary - work will start 14 October. All things going well the new online service is expected to be live for school meals only 16 October.



An Introduction to our Online School Payment Service



www.parentpay.com

What does ParentPay do?

- Enables you to pay for school meals, educational excursions and other school items
- Displays all the payments that you have made
- Enables you to create a single account login for all your children who attend a ParentPay school
- Displays all items available for payment relevant to each of your children
- Sends a receipt of your payment to the email address you register
- Provides the ability to set automated email payment reminders

How does ParentPay help you?

- Provides the freedom to make payments to school whenever and wherever you like
- No longer a need to write cheques or send cash to school
- Helps with budgeting; payments are immediate, there is no waiting for cheques to clear
- Payments for many of the larger excursions/ trips can be made by instalments up to the due date
- With automated email alerts you will be notified when payments are due and when your child's account has insufficient funds
- 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

- Reduces paper 'waste'
- Allows for easy and quick refunds to be made
- 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 with school-home communication with its integrated email messaging centre

How do I get started?

We will send you an activation letter containing your activation details to enable you to set up your ParentPay account.

If you have more than one child at a ParentPay school/s you can add them to a single account, providing one login for all children at ParentPay schools.