



Dear Parent/Carer

From 1<sup>st</sup> January 2017 we will be introducing a new way to pay for school meals, using a secure service called ParentPay. School Trips will continue to be paid for using the Tucasi system.

ParentPay will be live at school on 1<sup>st</sup> January 2017.

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 have activated your account you can start making online payments.

**Your access to make payments for school meals in Tucasi will be removed on the 16<sup>th</sup> December 2016. Any catering balances in Tucasi will then be transferred to ParentPay.**

The vast majority of our parents top up online. If you are unable to go online then you can now use Pay Point in local shops to top up ParentPay. The nearest PayPoint stores to school are Costcutter -Longfield Road Twyford, Brightons Newsagent - London Road, Twyford, Charvil Stores – Park View Drive South, Charvil and the Co-Op Petrol Garage, New Bath Road, Charvil.

Please notify the Finance Office if you wish to use the PayPoint facility. A plastic card will be issued to you to make cash payments for school meals at local PayPoint stores. The first card is free of charge; however, any lost or damaged cards will be charged at £15 each. Payment cards take about two weeks to arrive but we can issue a barcode letter as an interim measure.

**You will receive your unique ParentPay Account activation details w/c 5<sup>th</sup> December 2016. It is imperative that you activate your account before the start of term.**

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

Yours faithfully

Mrs Bhardwaj  
Finance Office



*The Piggott Church of England School is a company limited by guarantee  
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The Piggott Church of England School is an exempt charity.*



## 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 will be able to activate your account and be able to start making payments from the 1<sup>st</sup> January 2017.

- **Which cards can I use?**

ParentPay accepts MasterCard, Visa and American Express 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 02476 994 820.

- **I do not 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)