CASHLESS SCHOOL PAYMENT SYSTEM

Monty's Dining Rooms

General Frequently Asked Questions

What are the benefits to the school, parents and students?

- enables parents to pay for their child's school meals online and top up the account at any time. Payments can also be made online for school visits, music lessons etc.
- avoids parents searching for cash to send to school – avoids the need for students to carry cash (no lost money, no spending dinner money on the way to school, no security issue)
- de-stigmatises free school meals by providing anonymity for students
- reduces the queuing time for students at the canteen tills
- avoids the need to count cash in school and reduces security and safety risks, provides the opportunity for healthy eating award points to promote a healthy diet

How does the cashless system work?

Each student has their fingerprint taken (a copy of the fingerprint is not kept on the system but just used to generate a number for identification purposes) which is then used instead of a card. The number is stored on the cashless till system and students use their fingerprint on the till reader when purchasing food from the dining rooms.

Parents credit their child's account in one of the following ways:

- via Parentpay, a convenient online method using a credit or debit card
- via PayPoint, at local stores displaying the Paypoint sign

Montgomery High School

CASHLESS SCHOOL PAYMENT SYSTEM

What about students who are entitled to free school meals?

The daily free meal allowance will automatically be added to

the student's account. Parents are able to top this up.

Any unused free meal allowance is removed daily and does not accumulate.

How do parents use Parentpay?

All parents are issued with a unique username and password to log into the Parentpay website – www.parentpay.com . Parentpay accepts

Mastercard and Visa credit cards and Maestro, Switch, Delta, Electron, Solo and Visa debit cards. Parents can view online the balance of their child's catering account (and all other payments made to school i.e. visits, music lessons) and a record of the payments made. Parents have the flexibility to make payments online as regularly and as often as they wish. Parents may find it convenient to top up their child's

account monthly or weekly. The minimum top up is £10.

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 so no one else can read it). No credit/debit cards details are stored in any part of the

system.

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;

information is not shared or given to any other organisations. Parentpay and the school operate under strict guidelines set out

by the Data Protection Act 1998, which ensure the protection

and care of personal information.

CASHLESS SCHOOL PAYMENT SYSTEM

Monty's Dining Rooms

What do I do if I am unable to log onto Parentpay?

The Parentpay internet service should be reliable and available at any time. However, if parents experience any problems they should contact the school finance team on 01253 501600 or through the school number 01253 356271.

If the system fails and you are not able to credit your child's account in time for break or lunch that day student accounts are alternatively contact Parentpay Support

What if there is a problem with the system and a top up is not credited to the pupil's account?

Parents should contact the school finance team who will investigate the problem but can be reassured that pupils will not be refused a school lunch whilst the investigation is carried out.

What do I do if I forget my Parentpay password?

The Parentpay website has a password reset facility.

What if a parent needs to pay for their child's meals in cash?

The school is registered with PayPoint so that parents are able to take cash to their local convenience stores displaying the PayPoint sign in order to top up their child's account.

How do parents use PayPoint?

For parents who do not wish to make payments via their bank account they can top up their child's account using cash at PayPoint facilities in their local convenience stores. Parents who choose this method will be issued with a PayPoint card. Payments made by PayPoint may take up to 2 days to be credited to your child's account.

Montgomery High School

CASHLESS SCHOOL PAYMENT SYSTEM

Where can I find a PayPoint store?

The nearest PayPoint stores are:-

Co-op Bispham
216 Red Bank Road
Bispham

Moor Park News
5 Moor Park Avenue
Blackpool

Martins
19-21 Red Bank Road
Blackpool

Spar
Kincraig Road
Blackpool

McColls
52 Norbreck Road
Thornton-Cleveleys

Thorougoods
74a-74b Holmfield Road
Blackpool

What happens if a student loses a card?

In the event of a lost or stolen card the user does not lose the money on the account. Students or parents will need to notify the finance office who will stop the card and provide students with a temporary facility until a permanent replacement is provided. There will be a charge of £3 made to the account for issuing a replacement card.

Do credits to my child's account expire?

No, all payments will remain on the account until debited for purchases made.

Will there be a daily spend limit for students?

Parents can choose to set a daily spend limit for their child by informing the school of the amount they require or marking a daily spend limit on the Parentpay website.

CASHLESS SCHOOL PAYMENT SYSTEM

Monty's Dining Rooms

What if parents do not have internet access at home?

Parents may wish to use the computer in the QA Centre at school to access the Parentpay website and support is available.

Once I have topped up, how quick will my child's account be credited?

With Parentpay (on line) the top ups are instant providing the internet is working properly. PayPoint payments may take up to 2 days to be credited.

Can parents top up their child's account by cheque?

No. Parentpay or PayPoint methods are preferred.

Can parents top up their child's account by cash?

No. Parentpay or PayPoint methods are preferred.

My child brings sandwiches to school, can my child purchase food on the odd occasion?

All parents will be issued with usernames and passwords and will be able to access Parentpay at any time or PayPoint in order to credit their child's account. Therefore students who bring sandwiches to school will also be able to make purchases using their fingerprint.

It is advisable that, even if a student brings sandwiches, there is a small amount on their account.

Montgomery High School