

ParentPay[®]

Online income collection and administration for schools, caterers and local authorities



www.parentpay.com

- ✓ Reduces risks associated with students carrying cash
- ✓ Minimises handling of cash and cheques in the school office, saving time and improving efficiency
- ✓ Reduces reliance on secure cash collection services and increases safety
- ✓ Easily identifies payers and debtors, reducing time spent chasing payments
- ✓ Clear reporting of all income streamlines administration
- ✓ Complements other initiatives to increase take up of free and paid school meals
- ✓ Socially inclusive solution for a fully cashless school
- ✓ Full audit and FMSiS compliance
- ✓ Easy to deploy and quick for staff to learn to use
- ✓ Web-based solution no extra burden on school's IT support

ParentPay

ParentPay® is a unique web based service that enables parents to make secure online payments by credit and debit card to schools and other service providers.

ParentPay offers a socially inclusive service to parents making the *cashless school* a reality; parents unable to pay online can pay in cash through PayPoint in local convenience stores.

Already used in hundreds of schools across the UK, ParentPay helps remove cash from schools, brings vast administrative savings, reduced social risks for children and direct revenue benefits for authorities and caterers - whilst giving parents a more convenient and flexible way to make payments.

ParentPay offers a complete income collection and management solution benefiting all stakeholders involved in school income.

How ParentPay works

A web-based application, ParentPay is hosted, managed and maintained in a secure data centre. All users can access the service online, using a standard internet connection - parents, schools, local authorities or other service providers.

Using our tool *ParentPay MIS:Sync*, ParentPay links with the school MIS to upload student data - creating and maintaining individual family accounts; with payment requests listed specifically against each child.

Supported MIS include Capita SIMS. net, Pearson Phoenix and e¹, RM Integris and Serco CMIS.

ParentPay integrates with the leading cashless catering systems, enabling parents to top up their children's accounts and view balance and meal choice¹ information online.

Real-time interfaces mean parents can top-up during the day and money is available for students to spend almost immediately, with no intervention needed from the school office or caterer.

Launching and supporting ParentPay

Launching ParentPay is a straight forward process supported by our support team and aided by our school launch pack. Each school ParentPay account can be customised with the school logo and a welcome message for parents on the school's ParentPay homepage.

The school launch pack includes a step by step guide for parents, promotional and launch letter templates, PowerPoint presentations and Flash movie demonstrations for parents' evenings, posters for display in school and banners for display outside².

ParentPay can provide onsite setup, training and ongoing support services to schools; equally this role can be shared by the local authority's schools' ICT support team.

¹ Meal choice information only available where the ParentPay Data Capture module is in operation

² Banners may be charged separately

ParentPay for local authorities and caterers

Recognising the needs of all stakeholders in school income, ParentPay has developed specific solutions for local authorities and caterers, with a focus on centralised income collection, management and reporting, as well as a module for dinner money management and administration.

Whilst still adopting a school-centric approach at the local level, our web based application means central users, caterers and finance staff can access real-time data either for individual, or groups of schools.

Income such as dinner money can be directed into a single central bank account and powerful, flexible reporting ensures reconciliation across multiple schools and income types is achieved easily.

Service name	Auth code	In favour of		Year	Req. group	Amount	Paid date
		Forename	Surname				
Blunderbus Theatre	AUTH CODE: 5546	Eddie	Bradshaw	1	1Pink	£5.00	12 Mar 2008 09:41:22
ICT Adult	AUTH CODE: 7752	Daniel	Dalton	2	2UAc	£10.00	12 Mar 2008 10:07:05
Blue summer caps	AUTH CODE: 3576	Hannah	Davis	3	3H	£2.50	12 Mar 2008 10:08:33
Blue summer caps	AUTH CODE: 8851	James	Sahu	1	1Blue	£2.50	13 May 2008 08:44:54
Blue summer caps	AUTH CODE: 1478	Eddie	Bradshaw	1	1Pink	£2.50	14 May 2008 10:10:58
DINNER MONEY for Green Park	AUTH CODE: 6664	Eddie	Bradshaw	1	1Pink	£30.00	14 May 2008 10:11:19
DINNER MONEY for Green Park	AUTH CODE: 7854	Jasmine	Allen	2	2UAc	£75.00	22 May 2008 16:36:41
Blue summer caps	AUTH CODE: 3577	Jasmine	Gordon	6	6G	£2.50	22 May 2008 16:36:41
Blue summer caps	AUTH CODE: 4578	Aaron	Bradshaw	5	5E	£2.50	23 May 2008 16:36:41

Payment reporting - School level

School level payment reports, like the local authority and caterer reports, provide data on income received over a specified period across all or individual Services.

A selection of data fields is available prior to running the report to allow full customisation.

Total income management

Whether for one income stream, such as dinner money, or all school income (including trips, visits, music lessons, clubs and uniform), ParentPay provides a total income management solution for all stakeholders.

Total income management

- Collect all income: trips, music lessons, dinner money, clubs
- Record all income: online cards, PayPoint, cash, cheques
- Manage all income: reporting, reconciliation, auditing, banking



As well as collecting payments by credit and debit card, and in cash through the PayPoint network, schools can also record cash and cheque payments sent to school in the traditional way ensuring all income is maintained in a central system.

Every item is linked to an account, so whether money is banked locally by the school, centrally by the authority, at a third party service provider or a combination of these, ParentPay automatically settles funds to the correct bank account.

Powerful centralised reporting

Being web based, ParentPay allows access to data for any stakeholder with a valid login, each user having a set of access controls to determine what they can view. Schools and authorities can access reports across all income types for instance, but external service providers like commercial caterers have access restricted to only view data related to income owned by them.

For central finance staff, the coding of income collected through ParentPay is configured at source by the school or authority, so that each item is linked to a specific accountancy code. This means reporting can be automated for import into central finance applications like SAP, Oracle and Cedar without user intervention and eliminating manual data entry.

Automated income reporting is configurable for each authority or caterer, to provide either top-level information, data aggregated by school or item type, or individual payment transactions; in addition, central finance staff can access a broad range of ad hoc reports stored within ParentPay.

School meal management and administration

When combined with our dinner money management module *ParentPay Dinner Money*, caterers have a complete and fully integrated solution for managing school meals and dinner money across their schools.

Meal service administration is vastly reduced with income collection and meal management done locally or centrally, by the school, caterer or both parties.

ParentPay Dinner Money creates dinner money accounts for each student or member of staff, showing debits, credits and balance information, and maintains credit limits.

Using attendance data automatically uploaded from the school MIS, *ParentPay Dinner Money* debits accounts for meals taken - maintaining an accurate balance for each student.



Once parents have booked online, the data is available for schools and centrally for caterers, significantly reducing administration where manual menu pre-selection is currently being used. In addition it provides caterers with valuable data for dramatically improving the efficiency of their production planning.

Monitoring and managing debt in schools

ParentPay is used at school level to monitor and manage dinner money debt. The system has a series of options to generate low balance and debt reminders; these are automatically flagged to the school manager at the given threshold.

ParentPay's mail merge facility ensures that school managers can easily distribute reminders as and when they are flagged on their Manager home page - selecting to send directly by email or by printing and sending letters to parents.

Schools and caterers can track debt changes over time; schools already using *ParentPay Dinner Money* have reported significant reductions in student debt in some cases eliminating debt altogether.

Income (£)	Today 17 Jun 08	This week (w/c) 16 Jun 08	This month Jun 08	Last month May 08
ParentPay	467.20	1070.25	8036.94	5397.90
Cash	0.00	0.00	0.00	119.35
Cheque	0.00	0.00	21.60	145.50
Other	0.00	0.00	1.65	147.45
Total	467.20	1070.25	8060.19	5810.20
Meal numbers				
Taken	150	293	1846	2714
FSM numbers				
Eligible	37	n/a	29	32
Taken	13	n/a	19	21
Uptake in %	48	n/a	66	66
Debt				
Overall	-125.00	n/a	n/a	-325.05
Pupils	37	n/a	n/a	32

ParentPay Dinner Money home page

ParentPay Dinner Money also utilises the FSM data in the school MIS to manage all aspects of free school meals, including entitlement, date ranges and even recoupment reporting. FSM reminders can be set to aid school managers in prompting parents to renew their entitlement before expiry.

Caterers are able to access powerful centralised reporting where data is split by school or grouped together as desired.

Meal booking and menu selection

The latest development for *ParentPay Dinner Money* includes the ability for parents to pre-order and book meals for specific days and to include their child's meal choice selection in the booking.

Powerful real-time reporting

- Income by payment method and by school
- Meal numbers and uptake statistics
- FSM entitlement and uptake
- Meal returns: taken, served and cooked
- Debt reporting and monitoring
- Meal analysis by product¹
- Meal analysis by gender, ethnicity, religion¹

¹ Meal choice information only available where the ParentPay Data Capture module is in operation

Supporting healthy eating

Menus can be uploaded to ParentPay across a group of schools, giving parents, students and schools instant access to information on what's available.

With the increasing Government focus on diet and nutrition, ParentPay's menu feature can also display nutritional data on the food being served in schools; informing parents and helping children make healthy choices.

ParentPay helps schools and caterers enhance home-school communication, adding a new dimension to correspondence with email and mail merge facilities.

Customised messages for parents' home pages and links to the authority and caterer websites can also support existing marketing initiatives and service development strategies.

ParentPay Data Capture

ParentPay has gone one step further in supporting healthy eating with the release of *ParentPay Data Capture*.



The *ParentPay Data Capture* module integrates with cashless catering systems to provide up to the minute information to parents, caterers and schools on the meal choices being made in the school canteen and the nutritional content of those choices.

This revolutionary development also sends special dietary requirement information to the catering team at the point of sale - ensuring that students are supported in making the right menu choices for their medical condition, religious or other beliefs.

CASE STUDY

Croydon Council and ParentPay Data Capture

Following the success of Croydon Council's *E-Pay Cashless Schools Programme*, which saw the roll out of *ParentPay Dinner Money* to the majority of the authority's primaries, the Council have built on their achievements with their new *Integrated E-Pay ePOS project*.

Coupled with tightening focus on stringent new Government healthy schools guidelines, the Council were keen to revolutionise the data available to them by implementing *ParentPay Data Capture* across the authority; this giving access to up to the minute information on meal choices and the nutritional content of food purchased during meal services across the schools in their project.

Accessing information on meal choices via ParentPay is popular with parents, and schools are extremely pleased with its support in encouraging parent-child communication on healthy meals; Alex Clarke, Head Teacher at Atwood Primary says "*ParentPay Data Capture* has streamlined our lunchtime process at school. We are now confident that our records are accurate and there is a clear audit trail.

Parents love the new system - they can see almost instantaneously what their child's choice of meal has been. Healthy options are now a discussion they can have on a daily basis!"

Marianne Lewis, E-Pay Cashless Schools Programme Manager adds "*ParentPay Data Capture* has reduced our schools' dinner management administration workload by up to 80% in some cases. It has helped free up the time of our school office staff, thus enabling them to redeploy that time to dealing with issues such as unauthorised absences. It has also provided Croydon Council with easy access to meal take-up figures, as well as giving parents the opportunity to see the menu choices made by their children.

With regards to the implementation project, the quality of the training given by ParentPay has been excellent. We've also found the team to be responsive, effective and efficient in dealing with support queries from parents, the school and the council."

ParentPay working for families

As an online application, ParentPay is accessible 24-7, allowing parents the flexibility to pay at a time and place that suits them. They can check balances online and using PayPoint, have full flexibility in how to pay for their children's meals.

Parents can view historic transactions, account statements, meal choices¹, new items for payment and even their school's menu - providing reassurance that dinner money is spent on the healthy meals offered in school and not elsewhere.

ParentPay gives peace of mind to parents that money is reaching school safely and promptly and that funds can only be spent within the school on healthy meals.



We are registered under the Data Protection Act as a 'data processor' and ParentPay does not access or use the parent/student data other than in supporting our schools. Schools are already registered as 'data controllers' and remain fully in control of accessing, managing and updating all student data in the system.

Fully audited

ParentPay has been fully investigated and approved by many local authorities. We recently underwent a complete and thorough audit of our entire system, company and all security and processes. Conducted by an international consultancy, the independent audit gave a positive reference and full support for the ParentPay service.

Accountability

ParentPay maintains a complete audit trail of all payments made, with transaction references and identifiers linking parent and school accounts, cashless catering systems and even the banking network. Cash and cheque payments recorded manually by school managers and adjustment or refund transactions, are all logged against individual manager operator IDs, to ensure accountability across the entire service environment.

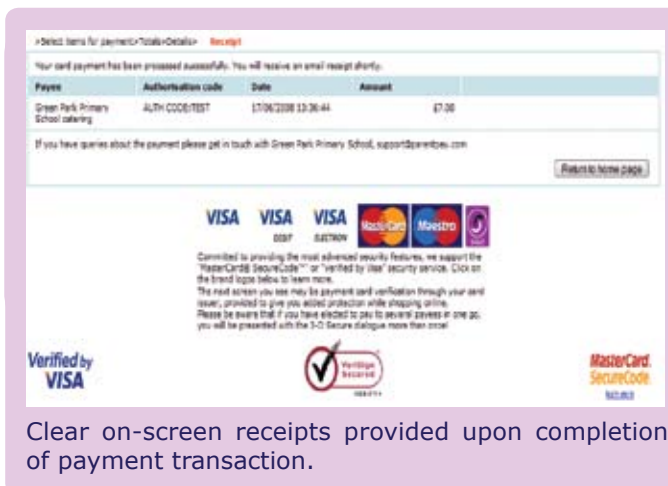
Safe, secure payments

Our secure-server software encrypts all personal information - including credit or debit card numbers when payments are being made. The encryption process ensures all details are securely transmitted over the internet. No card details are stored in ParentPay.

ParentPay is compliant with the latest industry standards and all payments are processed through a PCI DSS certified internet payment gateway. This is the international card scheme standard for protecting account and personal information.

Protecting personal data

ParentPay takes its commitment to protecting personal data very seriously. The data centre used for our servers is ISO27001 accredited. This is the highest international standard for information security.



¹ Meal choice information only available where the ParentPay Data Capture module is in operation

ParentPay products explained

Modular and flexible by design, ParentPay can be configured and deployed to fulfil the requirements of different user, collection and administration scenarios:

ParentPay®

This is ParentPay's core product for schools, allowing collection of any income type into one or more school bank accounts. Schools can upgrade to ParentPay from a Central Collection license (below) if they wish.

Dinner money payments can be reported directly to an appropriate integrated cashless catering system with student cashless accounts updated in real-time.

ParentPay Central Collection™

ParentPay's central service enables the collection of dinner money across a group of schools; with funds flowing into a central bank account.

Restricted license designed for the collection of a single income stream with centralised reporting for the authority or caterer.

ParentPay Dinner Money™

Manages all aspects of dinner money administration for schools and caterers including school meal balances, FSM entitlement, attendance patterns and absences; provides sophisticated reporting and management information for schools, kitchen staff, caterers and contract managers.

Especially designed for primary schools this module can be used with or without a cashless catering system.

ParentPay Data Capture™

Working in conjunction with *ParentPay Dinner Money*, this module provides even closer integration with a cashless catering system. A fully synchronized interface allows data captured at the point of sale to be sent to ParentPay in real-time.

Parents, schools and caterers have full online access to account balances and actual meal choices, accompanied by nutritional information where provided by the caterer.

Integrated cashless catering partners include:

CRB Systems
Cunninghams
Datasym UK
EasyTrace
G2 Integrated Solutions
Gladstone Education
Infineer
LCR EPOS Systems
Live Register
MH Systems
Nationwide Retail Systems
PCS
Sharp Retail Systems
Vericool
VMC

ParentPay Premier Resellers:

Cunninghams
EasyTrace

ParentPay Data Capture partners:

Cunninghams
CRB
Nationwide Retail Systems




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