



ParentPay[®]

Online payments and dinner money management for primary schools



www.parentpay.com

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Revolutionising the way schools collect and manage money from parents, ParentPay® enables secure collection and administration of payments for anything from school meals, to trips, uniform and music lessons.

Meal service administration is vastly reduced with income collection and meal management all processed online; ParentPay stores all the information you need to process, manage and reconcile payments securely in a central online service.

ParentPay's integration with the PayPoint network allows schools to support social inclusion and become totally cashless; parents still wishing to pay in cash can do so via local PayPoint stores.

ParentPay reduces time spent on administration, minimises cash held on the premises and makes the whole income collection and management process safer and more convenient for your school.

Designed by schools for schools

Founded by an ex-teacher with a successful track record of producing software for schools, ParentPay has always held its school-centric values close to its heart.

Since its launch in 2003, every feature developed within ParentPay has been driven by our users – the hundreds of schools and tens of thousands of parents already using the service.

Regardless of what money is collected for and where it is banked, ParentPay puts your school, pupils and parents at the centre of everything it does.

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 pupil 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 almost immediately, with no intervention needed from the school office or caterer.

¹ Meal choice information only available where the ParentPay Data Capture™ module is in operation. Please contact ParentPay for a list of our Data Capture partners.

- ✓ 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

Individual and personalised

Every payment through ParentPay is specific to an individual pupil and payment item – whether it's dinner money or income for a trip or event. Items for payment are created and managed by schools; configured to include additional information like a description, costs, due dates and even requesting parental consent making agreement mandatory prior to payment. Each item is linked to relevant pupils and notification can be sent to parents.

Emails and letters are generated using our online mail merge facility; ParentPay tells you which parents don't have an email address in the system - indicating who you'll need to print a letter for.

Complete income management

ParentPay manages all school income; if pupils still bring in cash or cheques, these can be recorded in ParentPay, providing a central record of all payments for specific items.

This is particularly useful when monitoring which pupils have yet to pay. Members of staff organising a trip can be given access to view payments received, thus reducing workload in the school office.

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

Our integration with the PayPoint network means even parents wishing to still pay in cash can do so at local convenience stores, rather than send money into school.

As well as reducing the amount of cash held on site at school, ParentPay also helps minimise the money carried to school by pupils reducing the associated risks of them doing so.

Comprehensive reporting and accountability

ParentPay provides a range of comprehensive reports that allow schools to record, track and manage all income. You can monitor payments against a single item or event, check the status of an individual pupil or produce data for management reports.



With the inclusion of user-defined accountancy code information, you can produce informative reports on income received; streamlining your reconciliation processes and ensuring compliance with regulatory requirements.

In addition to providing useful downloadable reports, ParentPay keeps historic records of all transactions for future reference and audit purposes.

ParentPay Collection Service

Using the ParentPay Collection Service, all payments are deposited into your chosen bank account on a monthly basis - regardless of which bank your school uses. Funds can also be deposited into more than one account, such as the local authority or an outside caterer.

Funds are accompanied by a settlement statement making posting and reconciling your income quick and straightforward.

Home-school communication

Our mail merge facility enhances home-school communication and adds a new dimension to correspondence with parents. You can issue account activation usernames and passwords, payment notifications and reminders or send out your latest school newsletter.

Service name	Auth code	In favour of		Year	Reg. 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	Delton	2	2Lilac	£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	Sanu	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	2Lilac	£75.00	22 May 2008 16:26:41
Blue summer caps	AUTH CODE: 3577	Jasmine	Gordon	6	6B	£2.50	22 May 2008 16:26:41
Blue summer caps	AUTH CODE: 4578	Aaron	Bradshaw	8	8E	£2.50	23 May 2008 10:20:00

Flexible, accurate income reporting

Meal management and administration

ParentPay Dinner Money™

ParentPay Dinner Money manages all aspects of dinner money administration; dinner money accounts are created for each pupil or member of staff showing debits, credits, balance information and 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 pupil.

The system also utilises MIS FSM data to manage all aspects of free school meals, including entitlement, date ranges and recoupment reporting. School managers can set FSM reminder levels to aid them in prompting parents to renew their entitlement before expiry.

ParentPay Dinner Money™

- Collects income online
- Manages all meal times
 - Breakfast
 - Break time
 - Lunch etc
- Prints
 - Dinner numbers
 - Dining room registers
- Reports on
 - Meal income
 - Meals taken
 - FSM uptake

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 include their child's meal choice selection with the booking.

Once parents have booked online, the data is available to schools; significantly reducing administration where manual menu pre-selection is currently being used.

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	5397.50
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	27	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



Monitoring and managing debt

ParentPay Dinner Money has a series of options to aid school managers in monitoring and managing dinner money debt.

Low balance and debt reminder levels can be set to automatically flag accounts to the school manager when thresholds are reached.

ParentPay's mail merge facility ensures that school managers can easily distribute reminders as and when they are flagged on their manager home page – electing to send directly by email or by printing and distributing letters in the traditional way.

Schools can track debt changes over time – existing users of *ParentPay Dinner Money* have reported significant reductions in pupil debt; in some cases eliminating it altogether.

ParentPay Data Capture™

The *ParentPay Data Capture* module integrates with cashless catering systems to provide up to the minute information to parents and schools on the meal choices being made in the school dining room 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 pupils are supported in making the right menu choices for their medical condition, religious or other beliefs.

"Within 3 months more than 70% of our parents were choosing to pay online and we've seen a 10% increase in the uptake of free and paid school meals.

We used to allocate 10 hours a week to counting, reconciling and banking the cash now the time spent is minimal".

St Peter's Primary School

Launching ParentPay in your school

Launching ParentPay is a straight forward process with our web-based solution. Our School Launch Pack is full of useful support materials and our school support team provide training, support, maintenance and upgrades.

You'll be able to customise your ParentPay account with your school logo and a welcome message for parents on your homepage; this can be updated whenever you like - a great way to remind parents of important dates or to encourage pupils to try something new in the school dining room.

School launch pack

- ✓ Step-by-step guide to launching ParentPay
- ✓ Coming soon letter
- ✓ Coming soon poster
- ✓ Newsletter announcement
- ✓ PowerPoint presentations and flash movie demonstrations for your parents' evenings

ParentPay's software tool *ParentPay MIS:Sync* links with all major school MIS software enabling you to upload pupil data and create individual pupil and family accounts at the touch of a button - no need for duplicate data entry; you can even upload and maintain staff details using the system.

The data can be refreshed whenever necessary; when pupils leave or join and at the start of each academic year.



ParentPay will recognise changes in pupil data and only update the necessary records. *ParentPay MIS:Sync* can even be set to run automatically via Windows Scheduler with school managers receiving automated emails if any details have been updated in ParentPay.

Schools find ParentPay intuitive and easy to use. We're always enhancing our service to make the layout and features as easy to use as possible - and because it's web based, there are no upgrades to install.

Our self-service support centre includes a range of online resources such as our step-by-step User Guides that you can download and print out. There's also a web based FAQ section and schools can complete a support request form should they need further assistance.

Our school support team are on hand to give you advice, tips and assistance on getting the most from our service or to provide support; you can call or email us anytime school is open¹.

Case study Atwood Primary School

Going cashless at Atwood Primary School in Croydon has had a tremendous impact on 'office routines'. At the beginning of each half term, the collection of dinner money and cheques used to take two members of the office staff almost two days to record, count and bank. Now it's just a quick check to see who hasn't paid and send a reminder.

Parents now respond much quicker when asked to pay for outings and workshops, meaning that the office staff spend less time chasing payment and sending reminders.

Office Administrator, Yvonne Sachs, says "Parents can pay for almost everything online including dinners, outings, workshops, music lessons and even school summer caps which are delivered directly to the child as soon as the payment is listed. We've even had parents who have paid for outings/workshops online before we've notified them of the event, they've checked their account, seen a new item added, ticked the box and made payment it's so easy".

Using a cashless system with a record of payments online, Atwood have a complete audit trail of who has paid - no arguments!

Alex Clark, Headteacher and parent at Atwood comments "Embracing e-payments as the future for making payments to school has made a significant difference to the ease of both paying for things and for collecting money. As head teacher, I see my office staff being able to concentrate on more important tasks and there is far less room for error now that each individual payment can be tracked and we've reduced our cash collection from school, saving us money".

Alex also says "As a parent too, I am pleased that my child is not taking money to school. I can pay when it suits me rather than rushing around in the morning trying to find some change! I am also able to check what I have paid".

¹ Support services provided subject to SLA. Lines are open Monday to Thursday 8.30am to 4.00pm, Friday 8.30am to 3.30pm.

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.

Parents can view historic transactions, account statements, meal choices¹, new items for payment and even their school's menu.

Using PayPoint, even cash based families have the reassurance that money reaches school promptly and safely. Parents can visit any retailer displaying the PayPoint sign – there are nearly 20,000 to choose from.

The retailer will swipe their card or scan the letter and parents just hand over the cash, keeping their receipt as a record. PayPoint transactions are reported in ParentPay for the school and parents to view alongside all other payments.



The ability to view your menu online helps parents and children make informed food choices, encouraging learning and helping tackle the rising obesity crisis.

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

ParentPay Data Capture provides up to the minute information to parents, caterers and schools on the meal choices¹ being made in the school canteen and the nutritional content of those choices. Parents are able to keep track of exactly what their children are choosing.

Childcare and extended schools

Supporting the 'extended school' initiative, ParentPay can be used to collect childcare fees - even if your nursery, pre-school or wrap-around care services are managed by another provider.

Money can be banked directly to external providers and they can be given limited access to view reports on the income they receive.

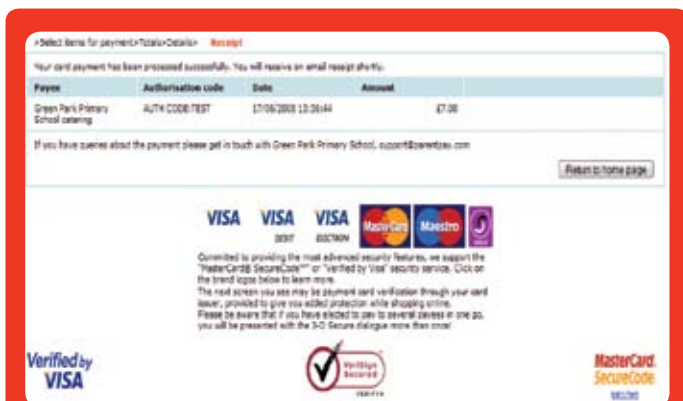
For parents, it conveniently means all their payments can be managed in the one place.

Monday	Tuesday	Wednesday	Thursday	Friday
Vegetarian/Chicken, Rice ***	Vegetable Pasta Bake ***	Country Garden Pie, Asafoetida or Onion Potatoes ***	Mexican Bean Fajitas, Garlic Bread ***	Mozzarella Cheese ***
Sandwich, Fresh Seasonal Salad Bar ***	Branched, Fresh Seasonal Salad Bar ***	Chickpea, Potatoes, Fresh Seasonal Salad Bar ***	Cornish Mussels, Fresh Seasonal Salad Bar ***	Baked Beans, Fresh Seasonal Salad Bar ***
Freshly Baked Bread of the Day, Wholesome or White ***	Freshly Baked Bread of the Day, Wholesome or White ***	Freshly Baked Bread of the Day, Wholesome or White ***	Freshly Baked Bread of the Day, Wholesome or White ***	Freshly Baked Bread of the Day, Wholesome or White ***
Fresh Fruit Platter	Fresh Fruit Platter	Fresh Fruit Platter	Fresh Fruit Platter	Fresh Fruit Platter

ParentPay menus are a valuable tool to support parents in encouraging children to make healthy choices in the school dining room.

Supporting healthy eating

Schools can use ParentPay's school menu feature to upload their menus - giving parents, pupils and schools instant access to information on what's available in the school dining room.



Clear on-screen receipts provided upon completion of payment transactions.

"Introducing ParentPay is one of the best ideas to be introduced into school. I have lost count of the times when dinner money has been lost.

This idea is brilliant, less stress for all concerned: the parents, the children and the teaching staff".

**Parent
East Riding of Yorkshire**

¹ Meal choice information only available where the ParentPay Data Capture™ module is in operation. Please contact ParentPay for a list of our Data Capture partners.

ParentPay Shop™

By extending your ParentPay service to include *ParentPay Shop*, your school can offer items for sale in a standard internet shop format and allow purchasers to choose the items they wish to buy, such as uniform, with options for quantity, size and colour.

The *ParentPay Shop* is accessed without "logging in" and can therefore be used to collect payments from your wider community.

- Uniform
- Tickets
- Clubs
- Lettings
- Fundraising
- Childcare fees

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.

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 in financial transactions.

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.

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

Cashless catering partners include:

CRB Systems

Cunninghams

Datasym UK

EasyTrace

G2 Integrated Solutions

Gladstone Education

Haven Systems

ICS

Infineer

LCR EPOS Systems

Live Register

MH Systems

Nationwide Retail Systems

School2000

Sharp Retail Systems

Synel

Vericool

VMC



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