

Bank Transfer Questions & Answers

What is Bank Transfer?

Bank Transfer allows parents to pay for any school item directly from their bank account and it is guaranteed by the Direct Debit service. There is no need to add or store debit or credit card details in ParentPay but it does require a bank transfer mandate to be authorised by your bank before payments can be collected (up to 4 days normally or 8 days for initial setup).

How do I set up Bank Transfer?

Parents are able to set up Bank Transfer once logged into ParentPay via one of 3 points:

- The Bank Transfer option on the Parent Account tab
- The Payment Item Overview page
- The Basket

The website will guide you through each step after that to get your Bank Transfer set up.

Bank Transfer payment failed or funds have not been taken. What do I do?

Parents will be notified of a failure* via email and see a notification after they log in - encouraging them to try again or use an alternative payment method.

You should contact your bank to establish the cause of failure.

*Should there be two failed bank transfer payments against a parent's bank account, unfortunately this facility will no longer be available and they will need to use another payment method to make further payments.

Note - Funds cannot be taken until initial set up is completed and the mandate has been approved by the bank. Please contact your bank if you believe there is an issue.