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9th January 2016

Dear Parent/Carer

**Coming soon: Online payments to school with ParentPay!**

Starting on Monday 18th January 2016 we will be introducing a more convenient way to pay for school meals, residential trips, nursery and breakfast/after school clubs and much more over the coming months. We are launching a secure service called ParentPay, this payment scheme is used successfully by over 3000 schools in the UK and comes highly recommended. We are hoping this will be a more convenient and secure way for parents to make payments to school.

ParentPay will be live at school on Monday 18th January. Parents who need to continue making payments by cash or cheque may do so by the existing procedures already in place. Please see below for further payment information.

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 another ParentPay school, you can create one single account login for all your children regardless of which school they attend.

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 make online payments straight away.

Making payment by cash or cheque

We will continue to accept cash and cheque payments in school. Please make cheques payable to St Piran’s Cross Multi-Academy Trust. Cash and cheque payments are also recorded in your ParentPay online account, giving you a record of all payments you have made to school regardless of which method you use.

You will receive your unique ParentPay Account activation details on or before Friday 15th January 2016.

We would also like to take this opportunity to move to a weekly ordering system for school meals. We would request that school meals are ordered on a Monday morning for the rest of the week and payment made at this point. We realise this may not always be possible due to changing circumstances with busy family lives but we would request parents try to adhere to this ordering system where possible. This will help with class time management by streamlining some of the administration tasks undertaken during teaching time and we would appreciate your continued support in launching this new initiative. Menus are available from the school office or the website.

The minimum payment amount for parents for dinner money is showing as £8.80 on the system. If you choose to take advantage of the buy four meals and receive one for free in the same week this will be worked out for you at the school office. If you only want to buy one meal a week the system will take £2.20 off for each meal and you will be able to see your balance carried forward. There is a cost for each transaction and this is why we encourage parents to upload a minimum payment although ParentPay are changing this over the next few months and we will then be able to reduce the minimum payment.

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

Many thanks for your continued support.

Yours faithfully



Mark Lees

Executive Principal

**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 start making payments. This letter will be sent to you soon by your school.

• 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)

**New procedures for our Grampound Road Parents:**

**Attached is a weekly order sheet. Please complete this and send in to school on a Monday morning, choosing options for the whole week. We will have a ‘drop box’ located in the front foyer, to save you time, just post dinner orders in the box, along with payment if you are still using cash / cheque.**

**If you send the order sheet in to school via your child on a Monday, they will need to ensure this is handed to the Class Teacher or taken to the office.**

**For ‘one off’ or ‘last minute’ dinner decisions, please order at the school office and these can then then be added to the orders and the kitchen informed.**

**If for any reason you forget to order a dinner or your child forgets to bring a packed lunch in, we will of course ensure that they are fed.**

**Please feel free to ask any questions and pass on any feedback or ideas to help with this new system.**