

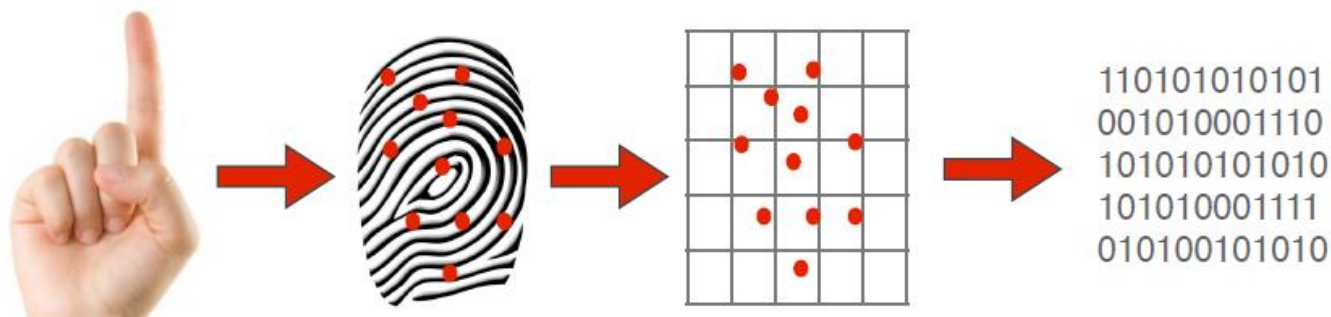
Cashless Catering System

The benefits that the biometric system brings to the school and your child are:

- Specific food allergy requirements can be automatically identified in the system.
- Healthy eating is encouraged.
- Discourages the misuse of school dinner money through spending in shops outside of the school grounds.
- Alleviates many of the associated problems with the use of cash in schools, i.e. loss, theft and bullying.
- Queuing times are reduced through increased speed of service.
- Automatic free meal allocation with the student remaining anonymous.
- Students control their own accounts, teaching them important life skills.
- A more efficient delivery of service helps the canteen to provide wholesome, healthy and enjoyable school meals at a lower cost.
- Ability to confirm money paid into the accounts and various other reports on all aspects of the system.

What is Biometric?

Biometric is simply a method of identifying an individual person. We will be using an algorithm based scan, which reads between 50 & 130 points on the finger/thumb. It is not a fingerprint in any way, shape or form and is only used in the cashless system. See example below





The benefit of using the ParentPay system

- Freedom to make payments whenever and wherever you like, 24 hours a day, 7 days a week from your own computer, tablet or smart phone.
- You will have a secure online account, initially activated using a unique username and password. It uses the highest internet security available.
- If you have more than one child at our school or children at other ParentPay schools, you can create a single account login for all of your children.
- Making a payment is straightforward. The system holds a payment history for you to view at a later date. Please note no card details are store in any part of the system.
- Once activated you can make online payments straightaway.
- We will ask for a minimum payment level in order to optimise management of the system.

Using PayPoint

PayPoint payments are recorded by ParentPay and can be seen by logging into your ParentPay account and viewing your payment history online. The nearest PayPoint stores to school are:

- McColls Matchborough Centre
- Spar Winyates Centre
- Costers Convenience Costers Lane

For other PayPoints near you please go to <https://consumer.paypoint.com/>

You will receive a letter with your activation code and instructions. Please note that you will still require an activation code, even if you have a ParentPay account already.

We hope you will support us in achieving our goal to become a cashless school. If you have further questions about ParentPay please email the Finance Office parentpay@arrowvaleacademy.co.uk.

Further information on ParentPay please see the FAQs overleaf



ParentPay®

Q When can I log in to my account?

A Once you have received your activation letter from school with your activation login details you'll be able to activate your account and start making payments. This letter will be sent to you soon.

Q Which cards can I use?

A ParentPay accepts MasterCard, Visa credit cards, 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.

Q Is it safe to make payments on the internet?

A 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.

Q How can I check that it's secure?

A 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 host address that does not start with https.

Q What about our personal information?

A 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 post 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 0845 257 5540.

Q I Don't have a home PC so how can I use ParentPay?

A Why not visit your local library, internet café or see if you can get access to a computer at work?