



SANDWELL METROPOLITAN BOROUGH COUNCIL

# The Federation of Abbey Infant and Junior School

Dr. Richard Kentish - Executive Head Teacher - Mrs Jade Yale - Executive Deputy Head Teacher

office@abbey-inf.sandwell.sch.uk office@abbey-jun.sandwell.sch.uk

www.abbeyfederation.co.uk

Dear Parent / Carer

## Online payments to school with ParentPay!

At the Federation of Abbey Infant and Junior School, we use a secure online service called ParentPay. This is a convenient way to book your child's school meals, pay for Abbey Playden, trips, after school clubs and much more online.

We do not accept cash and cheque payments, making the school a cash-free environment.

## 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.

Once your child has started school or nursery, you will receive 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 nursery, or children at other ParentPay schools, you can create a single account login for all your children.

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.

## Using PayPoint

PayPoint payments are recorded by ParentPay and can be seen by logging into your ParentPay account and viewing your payment history online.

If requested, trip and activity information letters can carry a unique barcode which will allow you to make cash payments at your local PayPoint store.

Your support in using ParentPay will help the school enormously, thank you.

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

## Abbey Infant School

Maurice Road, Smethwick, West Midlands, B67 5LR Tel: 0121 429 1689



## Abbey Junior School

Barclay Road, Smethwick, West Midlands, B67 5LT Tel: 0121 429 2700





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### 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 once your child has started.
- **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.

For more information please visit [www.parentpay.com](http://www.parentpay.com)

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