



Ark Burlington Danes Academy

Friday, 5th March 2021

RE: Parent Pay update

Dear Parents/Carers,

We would like to inform you that a full review of ParentPay has taken place during the lockdown period. We understand that up to now, some parents have been experiencing financial discrepancies and technical difficulties with their accounts.

From Monday 8th March, new processes will be in place for making payments and the settling of debts. Please note, that all historical debt and data on your account has been cross-referenced by the finance department and all payments that we have on record have been considered. A full run down of how the new systems and processes will work are stated overleaf in our Parent Pay guide.

If there is any outstanding debt on your account that may have been accrued before 8th March 2021, the finance team will communicate with you separately.

All support and enquiries regarding ParentPay and your existing account are now to be directed to parentpay@burlingtondanes.org.

If you have any questions about your account, any issues or technical help is needed, or you require help understanding any of the processes explained, please contact us using this email address stated above. As ever, we remain committed to supporting our families, so if you are struggling with payments or have any other issues we can support you with, please let us know.

Please do take some time to read through the processes attached overleaf and thank you in advance for your understanding and co-operation.

Kind regards,

Mr P Bhatia
Principal



PARENT PAY PARENT GUIDE

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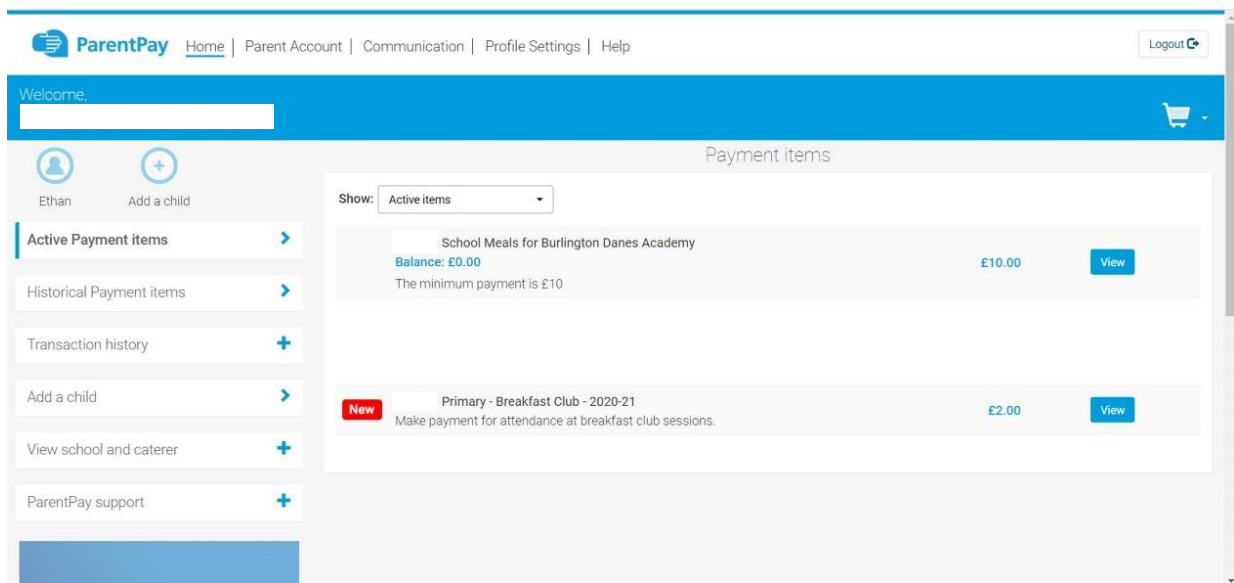


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Part 1 - Primary School Parent Pay Account

Every parent is required to have a Parent Pay account in order to make payments. Each of you will have a Parent Pay account, that will have received log in details for through a letter sent either through email or through the post. This letter will detail all of your account specifics and provide you instruction on how to activate your account. Once you have activated your account, you can add children/siblings and ensure that each of your child/ren's accounts are updated.

This is a snapshot of what you should be able to see when you log into your account.



Please see below a breakdown of what you will be seeing for your Primary School child/ren's accounts:

If your child is in Nursery, then you will need to pay for your child's Nursery fees (if your child is full time and you are not entitled to 30 hours free) and school lunches/meals which is made payable through Parent Pay. The school lunches/meals will need to be kept in balance throughout the year. There is a £50 overdraft limit on each lunch account (More details about keeping payments in balance is provided in item 3).

Your parent pay account will show the following categories for you to pay into:

- Primary - Nursery Fees – 2020/2021*
- School Meals for Burlington Danes Academy
- Primary - Breakfast Club - 2020-21

*Please note, the invoice for your nursery fees will be sent to you *each half term*. You will find the corresponding payment item in the title of the invoice. Please pay directly into this payment item as per the invoice that you receive.



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If your child is in Reception - year 2, then you will be entitled to free school lunches, however, you will still need to register your parent pay account, as your account stays with you throughout your child's journey at BDA. Parent Pay is used for all payments, such as breakfast club and other activities that happen throughout the year.

Your parent pay account will show the following categories for you to pay into, when necessary:

School Meals for Burlington Danes Academy

Primary - Breakfast Club - 2020-21*

If your child is in in year 3-6, then you will need to pay for your child's school lunch which is made payable through Parent Pay. This account will need to be kept in balance throughout the year.

Your parent pay account will show the following categories for you to pay into:

School Meals for Burlington Danes Academy

Primary - Breakfast Club - 2020-21*

***Please note**

Primary – Breakfast Club – 2020-21

This payment item is important if you wish your child to attend the morning breakfast club, which runs from 8am – 8.45am. The cost per session is £2, so **if your child attends breakfast club, you will need to pay directly into this payment item, this will confirm your child's place.**



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Part 2 - Secondary School Parent Pay Account

Every parent is required to have a Parent Pay account in order to make payments. Each of you will have a Parent Pay account, that will have received log in details for through a letter sent either through email or through the post. This letter will detail all of your account specifics and provide you instruction on how to activate your account. Once you have activated your account, you can add children/siblings and ensure that each of your child/ren's accounts are updated.

Your parent pay account will show the following categories for you to pay into, when necessary:

- School Meals for Burlington Danes Academy
- Any additional chargeable classes i.e., "BTEC Music/Instrumental Lessons"
- Trips
- Book Deposits etc



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Part 3 – How to use Parent Pay

Here, you will find links and important information to help you navigate how Parent Pay is used.

ParentPay - a quick overview

The system has been designed from the ground up to work great on tablets and phones as well as desktop computers.

ParentPay can be used to pay for:

- School Dinners
- Trips
- Clubs
- Online Shop
- Communication
- Payment Options



ParentPay - Parents Overview.mp4

How do I get started with ParentPay?

We will send you your account activation details. Once you receive these:

1. Visit www.parentpay.com
2. Enter your Activation username and password in the Account Login section of the homepage NB. These are for one-time use only, please choose your own username and password for future access during the activation process
3. Provide all the necessary information and choose your new username and password for your account - registering your email address will enable us to send you receipts and reminders
4. Once activation is complete you can go to straight to Items for payment, select which item(s) you want to add to your basket and proceed to complete your payment

Paying with credit/debit card:

1. Log in to your ParentPay account
2. Select the button with the symbol to quickly pay for meal, or the Pay for other items for a full list of this child's items for payment*
3. Select either View basket and pay or Continue shopping.
4. Once you have selected all your items, your basket and order summary will be displayed. Review the details and select Pay now (please note that the amount you are required to pay will be reduced by any credit you have in your Parent Account balance).

*For quick meal payments, enter the amount you wish to credit your child's meal account with and Add to basket (please refer to the How do I make bookings FAQ if your child's meals need to be booked).

*For other items select View details and pay against the item you wish to purchase and then Add to basket.



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Paying with Parent Account credit:

1. Log in to your ParentPay account
2. Select the button with the symbol to quickly pay for meal, or the Pay for other items for a full list of this child's items for payment*
3. You will receive an onscreen notification when you have completed your transaction.

*For quick meal payments, enter the amount you wish to credit your child's meal account with and Add to basket (please refer to the How do I make bookings FAQ if your child's meals need to be booked).

*For other items select View details and pay against the item you wish to purchase and then Pay using Parent Account. (please note that if you do not have sufficient funds for all items being purchased in your Parent Account, you will be prompted to pay the difference using a card payment by clicking Pay now).

Paying by Bank Transfer and Auto Top-up:

You can pay for items directly from your bank without having to use a debit or credit card and when your dinner money balance is running low you can also opt to have it topped-up automatically from your bank – so your child never misses out.

For instructions on how to pay for items using Bank Transfer view the FAQ [here](#).



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Part 4 - Escalation for accounts showing debt

When an account falls into a negative balance there will be a 4-week escalation process to resolve the debt:

Week 1

A text reminder will be sent to notify you of the account falling into a negative balance. If you any issues or questions regarding this initial notification, then please send your queries to parentpay@burlingtondanes.org



Week 2

If your account is still showing negative at the same level or increased for the 2nd week, **you will receive a supportive call from a member of the administration team.** This call will allow you the opportunity to discuss any issues you may have been having up to now with your account, or to help with any technical difficulties.



Week 3

If the debt rolls into the 3rd week with no payments or update received, **you will receive a phone call from the finance department.**



Week 4

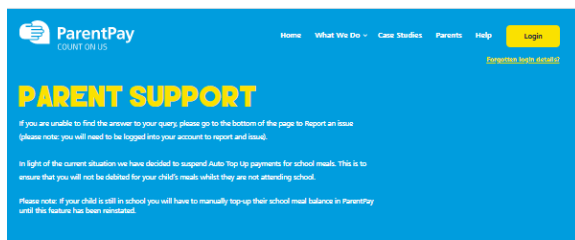
If the debt continues into the 4th week, this will then require **an escalation to the Safeguarding or Senior Leadership Team.** At this point a member of the team will be in touch to discuss the possibility of suspension of your account. This may include limited access to school facilities such as nursery or catering and a suspension may be put in place until the debt is cleared or a recovery plan is decided upon.



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Part 5 – Support and further information

The most comprehensive support available is through the Parent Pay website, which you can access through this link: <https://www.parentpay.com/parents/>

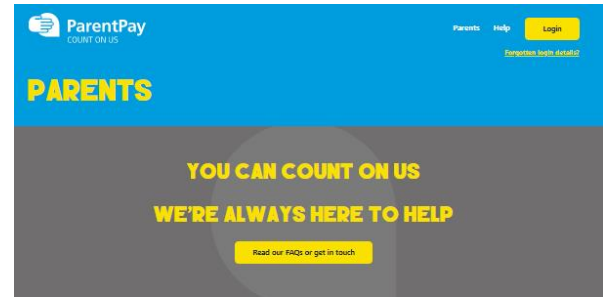


Username/email and password

- I have forgotten my username and/or password. What do I do?
- I have changed my email address. What should I do?

Making payments and requesting refunds

- How to make a withdrawal from your Parent Account
- I have funds in dinner money, can I move this to another child?
- How do I pay for items?
- I've paid for the wrong item. Can I get a refund?
- Can I make a payment with child care vouchers?
- My child has left the school. How can I obtain a refund?
- My child has left the school and I can no longer see their details. How can I pay what I owe?
- How to view payment history



Their FAQ page gives detailed, broken down instructions and videos on how to do everything with your account: <https://www.parentpay.com/parent-account-faqs/>

Here you will find tutorials, help sheets and instructions on each area of your account. These are some of the areas you will be able to find help with:

- Username/email and password
- Making payments and requesting refunds
- Parent Account Credit
- Setting up your ParentPay account
- Bank Transfer and Auto top-up

If you have any questions outside of these topics above, or have any further queries or questions about your account, please contact parentpay@burlingtondanes.org and someone from the team can assist you.