

**From:** St Marys Primary School <noreply@callparents.com>

**Sent:** 02 April 2019 15:34

**Subject:** Parent Pay

Dear Parents and Carers,

Thank you to all of you who have activated your account on Parent Pay and for all the payments that have already been made. This is obviously a new system for all of us and we are therefore still learning as we go along. Please do not hesitate to ask though if you have any questions at all.

A few of you have asked how you see which sessions have been charged for or which days dinners you have been charged. If you log in to your ParentPay account, you should see tabs on the left hand side of the screen. One of these tabs is the Transaction History and you can then go into the Balance History. Either of these lists will give you a breakdown of the dates and sessions attended for After School Club/Breakfast Club or Dinners consumed. For example in the Notes column you might see 'After School: AFSC 2 4.00-5.00pm from 18 March 2019 charged' – this will mean that this is the session that has been attended and charged. Each child's name will individually be against this item.

The recent letters that some of you received giving a reminder of the outstanding amount due will now replace any invoices going forward and will be sent out at the end of every month. The letter did say that you can put credit on your account, this is up to you entirely, the money will just sit on your Parent Pay account and will only be taken if sessions or dinner are attended.

Many thanks for your patience and understanding during this transition period. We have received lots of positive comments about the system and once we have sorted out any initial teething problems I am confident it will be a far more efficient system for all of us.

Kind Regards

Office Team