HOW TO PAY USING PARENTPAY

https://www.parentpay.com/parent-account-faqs/

There are the methods used to pay for items using your ParentPay account

1. **By Bank Transfer** (setting up a direct link from your bank to credit your Parent Account within ParentPay)
2. **Auto Top Up**
3. **By Debit or Credit Card** (paying for school meals in your ParentPay basket)
4. **By Parent Account credit** (optional)

1. Bank Transfer

You can pay for items directly from your bank without having to use a debit or credit card. Bank Transfer enables you to pay for any school item directly from your bank account and is guaranteed by the Direct Debit service. It requires a Direct Debit mandate to be authorised by your bank before payments can be collected (up to 3 working days normally or 6 working days for initial setup). Payments will be processed instantly in ParentPay. This is not a recurring direct debit. You need to manually action this payment each time you wish to pay.

To set up Bank Transfer?
1. Log in to your Parentpay account
2. Select one of the following locations to set up your bank transfer
   - The Basket (when making a payment)
   - The Payment Item Overview page
   - The Bank Transfer option on the Parent Account tab (Optional)
3. Follow the onscreen instructions to complete the setup process

2. Auto Top-up Payment

Auto top up assists' parents and carers in ensuring their child's school meal balance is always in credit. It does so by allowing you to set a minimum balance which, when breached automatically credits your child's meal balance by a fixed amount using a balance transfer payment. In order to use auto top-up, you are required to set up the bank transfer facility above on your Parentpay account. As soon as this is authorised and completed by your bank, you will be able to use the auto top-up facility.

For more information visit www.parentpay.com/bank-transfer-and-auto-top-up/

3. Paying with Credit or Debit card

1. Log in to your ParentPay account

2. Select the button with the symbol – Pay for <child's name> meals - to add funds to pay for school meals
3. Enter amount you would like to pay

4. Select **add to basket**
5. Select **basket** to pay and review items
6. Select **pay by –** credit/debit card and enter card details or select your stored card to pay
7. You will receive a notification on the screen when you have completed your transaction.

4. Using Parent Account credit for paying for meals (Optional)

Parent Credit Account is a feature built into ParentPay that enables you to store credit on your account and allocate it when and where you need to. This assists some parents with budgeting and ringfencing funds for their school requirements.

To add credit to your Parent Account

1. Log in to your ParentPay account
2. Select **Add Parent Account Credit** so that you can add funds to central pot.
3. Enter amount you would like to top up
4. Select your payment method
5. Select **pay now**
6. You will receive a notification on the screen when you have completed your transaction and the amount will show at the top of the screen as **Parent Account Credit Available £XX.00**

Please note that any funds in your Parent Account have not been paid to North Tyneside Council. You will need to use the credit to pay for school meals following the instructions below:

To use Parent Account credit to pay for school meals

1. Select the symbol – Pay for <child's name> meals
2. Enter the amount you want to pay
3. Select Pay by Parent Account.
4. You will receive a notification and the amount will be added to your dinner money balance.

High Schools - Student Debit Card Payments (contactless payment at the till in school)

Students can now also pay for school meals using their own debit or prepayment card in school at the till. These transactions will take place outside of ParentPay as students will be using our Barclays contactless terminals and not their ParentPay account. You will therefore not see these transactions on your account.