



Looe Community Academy

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Headteacher: Mrs H R Jenkins BSc

Reference: SPG/Cashless

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Dear Parent/Carer

ParentPay – Launch of Online Payments for Trips, Visits and Educational Resources

We are really pleased to extend our online and PayPoint payment facilities to include trips, visits and educational resources purchased from the Academy. ParentPay is a free service which also provides the Academy with up to date contact details for emergencies and communications.

For those that already use ParentPay, you will be able to view all of the payment items that are eligible to your child/children using your existing login details; simply add the item to your basket, together with any other items, and checkout as you currently do for catering purchases.

We understand that not everybody has signed up for ParentPay, which offers the opportunity to check catering and other balances, even if you do not wish to pay online. Therefore we have enclosed login details for those that need to activate their account for the first time; this includes a temporary username and temporary password. At first login the system will generate an e-mail with a link that you will need to click to confirm and activate your account. Thereafter you will be able view all of eligible items and any balances.

You can of course still use any of the other payment methods listed overleaf and remember, even if you pay by cheque or cash, your transactions and remaining balance will always be shown in your ParentPay account.

Some of the trips, visits and activities will need to be paid in full, but some can be paid in instalments. For example, we are just about to launch Challenge Week, and, for residential trips, you will be able to pay your deposit and subsequent instalments via ParentPay. Also available on ParentPay are the Iceland trip and the Clothes Show visit. We will be adding revision books soon.

May I take this opportunity to thank you for your continued support.

Yours faithfully

A handwritten signature in black ink, appearing to read 'Steve Green', is written over a light blue horizontal line.

**Steve Green CMgr FCSI
Business Manager**

Payment method	What you need to do
Debit or credit card	<p>Register online with ParentPay using the username and password above (www.parentpay.com).</p> <p>For security, you will be asked to create your own username (normally your e-mail address) and password at the first login.</p> <p>You will receive an e-mail containing a link to confirm and activate the account.</p> <p>As soon as your account is activated you can make secure online payments using your card; simply add the item or items to your basket and checkout.</p> <p>If you have more than one child, create just one account and use the “Add a child” tab on your ParentPay page.</p> <p>For increased convenience, watch out for the App to be launched in 2016.</p>
Cash paid in by parent/carer via PayPoint	<p>Contact the Academy and ask for a PayPoint barcode for each child for each payment item.</p> <p>When you receive the barcode you will be able to pay by cash at any PayPoint store.</p> <p>Please note - for PayPoint only - these are 3rd party transactions and can therefore take up to 48 hours to arrive in the student’s account.</p>
Cheque	<p>Make your cheque payable to Chartwells for catering or to Looe Community Academy for all other items.</p> <p>On the back of the cheque please write clearly the full name of your child/children and their tutor group and what the payment is for; if the cheque is for more than one student then please advise how much goes to each account.</p>
Cash paid in by student in school	<p>We are introducing the three methods above to avoid bringing money to school; we encourage all parents and carers to take advantage of these methods.</p> <p>However, students can still bring money for trips and visits and pay it in to Student Services.</p> <p>Money for catering will be paid in to the machine in the Canteen.</p>