



September 2020


Dear Parent/Carer

Several students have come to us this week to query why their dinner accounts on our school tills are showing in the minus. This was a technical problem and has now been resolved.

If you have problems topping up the dinner account for your child, please follow the following guidance. Please remember that payments that are held in the ParentPay account will need to be allocated to pay for the student's dinners.

Please find below a guide on how to allocate funds from your ParentPay account to be used for your child's dinner.

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**.*

If you are still unsure about this, please contact the Academy and speak to Mrs Patel who can assist you further.