



ParentPay



ParentPay
COUNT ON US



A ParentPay guide to parents and carers



Our school uses **ParentPay** to allow parents and carers to make secure online payments.



There are 2 ways to make payments on ParentPay:
Card Payments or **One Click Payments**



CARD PAYMENTS

Card payments are the quickest and most reliable way to top up your child's ParentPay account.



Instant payment confirmation



Funds usually available immediately



Less chance of payment delays



Easier to track successful transactions



Leaves your bank account almost instantly



ONE CLICK PAYMENTS – IMPORTANT INFORMATION

ParentPay also offers a "One Click Payment" option, which links directly to your bank account in the form of a Direct Debit mandate.



Payments can take up to **10 days** to clear from your bank



Transactions may fail or be delayed



Insufficient funds can cause rejected payments



Great for automatic top ups



Delayed or failed payments may cause the account to fall into **arrears**



OUR RECOMMENDATION

To avoid delays and failed transactions, we strongly encourage parents and carers to use **debit or credit card payments** whenever possible.



HELPFUL TIPS

- ✓ Set up low balance alerts within ParentPay
- ✓ Top up accounts in advance of the school week
- ✓ Check balances regularly
- ✓ Ensure bank details and payment cards are kept up to date



NEED SUPPORT?

If you require help using ParentPay, please contact us at:

ppay@littleover.derby.sch.uk

For more information, visit:

www.parentpay.com

