

Wednesday 22nd November 2017

Dear Parents / Carers

We would like to thank you for your patience whilst we have been resolving the technical issues with our school meal system (Sharp) since it was introduced in September 2016.

We are pleased to inform you that these issues, which were outside our control, have now been resolved and we can confirm that the balance that you will see on your child's ParentPay account is correct. Please be aware that for the majority of students there is only a slight difference from what you will have seen last month.

The payment item line 'Dinner Money for Plymouth School of Creative Arts' has been closed and replaced with '**PSCA – Primary School Meal**' for students Year 6 and below and '**PSCA – Secondary School Meal**' for students Years 7 and above.

Tamar Hancock will head up the ParentPay support team. She will be able to meet up with you and talk through any queries around ParentPay balances. The team will also be available to provide help in setting up accounts, arrange payment plans and resolving queries.

Moving forward, all the ParentPay accounts will be held in credit and our services, such as Wrap Around care and Preschool are to be paid for in advance. If you have a query with the balance on your account, please contact the ParentPay team by 30th November at the latest. If we do not hear from you by this date, we will assume that you agree with the balance and expect payment in full, any outstanding balances that have not been settled in full by 1 January 2018, or ParentPay accounts which are not kept in credit, may result in a suspension of services.

We have attached some more detailed information regarding FAQ, which we hope will be helpful, however if you would like contact the team please either email parentpay@schoolofcreativearts.co.uk. (This is a temporary email address, which will be active until 31st January 2018) or if you prefer to speak to a member of the team, please phone 01752 221927 and ask for the ParentPay team.

Yours sincerely

Dave Strudwick

FAQ -

Initial sign up

- You will be sent your activation letter by email after you have started, this can take up to a week (please request by email to finance@schoolofcreativearts.co.uk if you have not received yours, we will need your child's name and year group).
- Go to www.parentpay.com and sign in using the unique Username and Password.
- Follow the prompts to set your own username (this will be your email address) and password (this can be reset at any time if you forget it).
- You will then be sent an email which you will need to verify by following the link and instructions.
- You will now be able to sign in and access your account.

How often will my bill be updated

When reviewing your child's account, you need to be aware of the following:

- **Phase 2 Lunches** are registered on a sheet by a Phase Teacher and then uploaded to ParentPay at the start of the following week (one week in arrears), by a member of the ParentPay team.
- **Phase 3 / 4** students use their cards via the Sharp tills for the charging of their lunches. This will update their ParentPay account instantly. (For new students it can take up to a week for a ParentPay account to be set up).
- **Culinary Arts** gets added on a weekly basis, so it can take up to 7 days to show on your account.
- **Breakfast Club** and **After School Care** are charged daily.
- **Trips and Clubs** are allocated to all invited and then removed when the invite has been declined or costs removed.
- **Preschool Fees** are invoiced by email and only shown on account once these have been sent out.

How do I check the accuracy of my balance

- Sign in to the Home Page
- Look up Transaction History
- Balance History
- Choose your Name
- Select Payment item (**Please Do Not Use** - Plymouth School of Creative Arts: Dinner Money for Plymouth School of Creative Arts).
- Select the date range (Please note that you can only do one month at a time)
- Due to a glitch with the Sharp system, to find out your correct balance, you will need to add up all '*Adjustments made to match Till balance*' and minus the total, this will give you the balance of your account.

Please see the link for an instruction video on how to do this.

Name:
 Tamar

Account:
 Plymouth School of Creative Arts:Dinner Money for Plymouth School of Creative Arts (DO NOT USE)

Selected month:
 October 2016

Search

Report

Service provider: Plymouth School of Creative Arts
 Total paid in during period: £62.50
 Total paid out during period: £61.75

Date	Description	Paid out	Paid in	Balance
01 Oct 2016	Opening balance			£29.25
03 Oct 2016	From till:Starting balance(254609709)	£0.00		£29.25
03 Oct 2016	Adjustment made to match Till balance What is this?	£36.75		£-7.50
03 Oct 2016	Till software upgrade – please ignore	£0.00		£-7.50
03 Oct 2016	From till:MENTOR LUNCH(258134289)	£1.25		£-8.75
04 Oct 2016	From till:MENTOR LUNCH(258134339)	£1.25		£-10.00
07 Oct 2016	From till:MENTOR LUNCH(258134595)	£1.25		£-11.25
10 Oct 2016	From till:MENTOR LUNCH(258134630)	£1.25		£-12.50
10 Oct 2016	Parent Account		£50.00	£37.50
13 Oct 2016	Adjustment made to match Till balance What is this?		£12.50	£50.00
13 Oct 2016	Adjustment made to match Till balance What is this?	£12.50		£37.50
13 Oct 2016	From till:MENTOR LUNCH(258241820)	£1.25		£36.25
14 Oct 2016	From till:MENTOR LUNCH(258670127)	£1.25		£35.00
18 Oct 2016	From till:MENTOR LUNCH(259623689)	£1.25		£33.75
19 Oct 2016	From till:MENTOR LUNCH(260016176)	£1.25		£32.50
20 Oct 2016	From till:MENTOR LUNCH(260402392)	£1.25		£31.25
21 Oct 2016	From till:MENTOR LUNCH(260720170)	£1.25		£30.00

https://drive.google.com/open?id=1g2Dt5_CIT8MR1PfChqA-2jeSGvzAl5ew

How to add another Child or Sibling to your account.

- Sign into your account and click 'Add child'
- Clear the prefilled 'username' and 'password' and add the new childs 'username' and 'password'
- You will be asked to confirm the child's name.
- You can add another child or sibling, even if they are at a different school.

How do I put money on my ParentPay account.

- Select your child's name and the item you wish to pay for
- Enter the amount you are wish to credit the account with.
- Select to 'add to basket'.
- You can select other items to pay for.
- When you have completed your purchases, Go to basket and review the items (please remember to check child's name and amount are correct).
- You are able to pay directly from your bank card or alternatively, if you have a credit balance within your ParentPay account, you are able to link it to an outstanding item.
- **Please Note:** Any money paid by BAC's, cash, cheque or card at the front desk, can take up to two weeks to show on ParentPay account, whereas any funds paid via ParentPay show up instantly on your account.