



29th June 2017

Online payments and communications system changes.

Dear Parents & Carers,

After a review of our online payments and communications system we have decided to leave ParentPay in favour of WisePay. This will need you to register your details in the WisePay system and we will be sending out new login details the week commencing 18th July. We believe this will give our Parents and Carers a better way of dealing financially with the school and a new app will be available for your smart phone very soon. This will also be our primary communications system so it is important that you are registered in order to receive these communications.



WisePay

Online Payments Coming Soon with WisePay

We are making payments to school easier, soon you will be able to pay online with WisePay.

All major credit and debit cards are accepted. All payments are highly secure.



FAQ's

When do I stop using ParentPay for payments?

Please do not make any more payments into the ParentPay system after **Tuesday 18th July 2017**

What happens with payments I have made up to then?

Any payments up to and including the 18th will be dealt with in the normal way

How soon can I make payments on the new WisePay system?

We believe the new system will be up and running on the **20th July** and you can use it as soon as you have your new log on details which will be sent through the post to your recorded address.

How quickly will dinner money get to my child's fob?

The system will process in real time so in the morning it should take less than 5 minutes for money to reach your child's fob.

How will the communication system work?

In the same way we communicate with you at the moment. We will release our letters onto the school website and send a weekly notification to you about this. In an emergency we will also use this system to send you a message.

Is there an app?

Yes, Wisepay will be releasing an app during July which will make this much smoother.

More information

We have also included 'wisepay_school_coming_soon_flyer_version 2.0.pdf' which may answer other questions you may have.

I'm having problems with this – who can I talk to?

No problem. If you need to talk anything through please contact the school and ask for Miss Sayer (asayer@st-edwards.poole.sch.uk) who would be pleased to help you through this process.

Yours,

Miss A. Sayer

St Edward's School