

# Eaton Primary School

An Evolution Academy Trust School



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Headteacher  
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Dear Parents and Carers

## **Online payment portal**

We would like to thank those of you who have already started to use our online payment portal ([www.schoolmoney.co.uk](http://www.schoolmoney.co.uk)) to pay for school visits and lunches. The system has been introduced in response to parental feedback and we already reaping the benefit of a significant reduction in administration time spent on dealing with cash and cheque payments. As with any new system there are inevitably a few hiccups until we all get used to it but thank you for bearing with us. We have received extremely positive feedback from those using the system which is much appreciated.

As an update we would like to respond below to a few Frequently Asked Questions that we have received since the beginning of term.

Q. Do I have to pay online?

A. No you can still pay by cash or cheque but our preference would be that you pay online.

Q. My child has home packed lunch so do I need to use the system to book.

A. No but it is helpful if you can use the system to advise us that your child is having a home packed lunch as this saves us valuable classroom time when taking the dinner register each day. This also helps the younger children who on occasion get confused as to which choice to make. To do this, choose the home packed lunch option and click on update booking; you do not proceed to the payment screen.

Q. Do I have to pay for the whole expense in one go?

A. Lunches must be paid at the time of booking (unless your child is entitled to a free school meals), however you can book and pay a day ahead at a time. The school pays a fixed fee for the service so it does not matter how many times you log on and pay as we are not charged per transaction. School trips will be payable in full, other than residential trips where you will be able pay by instalments.

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Q. What happens if I change my mobile number or email address?

A. If you change any of your contact details, you need to let us know as soon as possible. If we do not have the correct contact details for your child then you may not be able to access your SchoolMoney account and you won't receive message updates.

Q. Does SchoolMoney store my card details when I make a payment?

A. SchoolMoney never stores card details, making the process of paying for your child's school items highly secure. Each time you start the payment process you will need to input your card details.

Q. What happens if I have more than one child at the school?

A. You will receive a password for each child that you have registered at the school. However, if you sign in under one child's details then all of your children will be registered on the account. This enables you to pay for every child at once, not just the one you have signed in with. This is done automatically.

Q. What happens if I forget my password?

A. If you have forgotten the password that we sent out to you or you have deleted the message then you will need to contact us directly. We will be able to issue you a password reminder.

Q. Can I change my password?

A. You cannot change your SchoolMoney password. The system automatically generates the password for you and it stays the same for the duration of your child's stay at the school.

Q. Do you offer the facility to pay by PayPal?

A. We do not currently offer the facility to pay by PayPal.

Q. Do you offer the facility to pay by PayPoint?

A. Yes - PayPoint enables you to pay for your child's trips, dinners, etc without using the online facility. You will need to contact us and request a PayPoint barcode sheet. Once you have this sheet, take it to your local PayPoint and ask them to scan the relevant barcode. You can pay by cash or card.

You will find more information about the system when you login for the first time as there is a user video and guide on the website.

We would encourage you to use the payment portal wherever possible for making payments to the school. Thank you in advance for your support.



Mr Allan Lowe  
Headteacher

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