

# Online Payments

## WisePay

Quick and easy to use

Payments can be made when the school is closed

Safe and secure to use

Own private account history available at anytime

Balances can be viewed 24/7

Quick and easy way to find information

No more searching for cash

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

# Who are they, how does it work?

## **WHO ARE WISEPAY?**

WisePay is a secure online payment service that allows parents and guardians (and extended family members), to make payments to their school using their debit or credit cards. Payments can include school meals, trips, tickets or instrumental lesson payments as and when each option becomes available.

The WisePay service operates in hundreds of schools, local authorities, academies and colleges across the UK and has been in business for over 20 years.

## **WHAT ARE THE ADVANTAGES OF USING WISEPAY?**

Using your debit or credit card, payments to school can be made conveniently from home, office, or anywhere that has an internet connection.

Payments can be made 24/7. You do not have to wait until school is open and you do not have to write cheques or find cash. Furthermore, at any time you can see your payment history in your "Wise Account". Additionally, you can track every transaction that you make - again 24/7.

Your Wise Account also allows you to see your balances at any time. This is particularly useful for school meal balances or maybe a school trip that you are paying instalments for. You no longer have to call your school to ask about your balance or wait for a payment card to be returned - you can see this information anytime at your convenience.

## **WHAT HAPPENS TO MY MONEY?**

All money that you pay goes directly and immediately to the school's bank account. WisePay does not take or hold any of your money at all.

## **IS WISEPAY EASY TO USE?**

WisePay is extremely easy to use. It's visual and simple instructions are very quick and easy to follow, even for anyone who has never made an online payment or purchase before.

## **HOW LONG DO THE PAYMENTS TAKE TO REACH SCHOOL?**

All online payments are made in real time, so the payment will be credited to your account instantly.

## **WHAT CREDIT OR DEBIT CARDS CAN I USE?**

Payments can be made with all well-known credit or debit cards. All cards that you would use in any high street stores can be used.

## **IS MY PAYMENT AND THE PAYMENT SITE SECURE?**

Yes. All pages viewed on WisePay are encrypted using a Secure Socket Layer (SSL) session.

## **WHO CAN SEE MY CARD DETAILS?**

Neither WisePay nor the school can see or has access to any of your card details. Your card details are never stored by WisePay.

## **HOW DOES SCHOOL KNOW I HAVE PAID?**

The finance team are notified that you have made a payment. They know which student the payment is for, how much has been paid and the item(s) that you have paid for.

## **WILL I GET A RECEIPT FOR MY PAYMENT?**

Yes, you will automatically receive a receipt directly to your email address for every payment that you make.

## **HOW DO I VIEW MY TRANSACTIONS?**

Once logged in to your account, you can access your "Wise Account". Just click on the "Wise Account" tab on the top right of the screen.

From here you can see all your transaction history & view dinner money balances (if relevant). You can also change your password from here.

## **CASHLESS CATERING**

The school restaurant has a till system operated by a third party - Cunninghams.

WisePay automatically links to the tills. Therefore, if you make an online payment using WisePay for meals, the payment details will be carried with the student and be available to spend at the tills when they wish to make a purchase. The data held at the tills is refreshed approximately every 10 mins.

WisePay can display purchases made at the tills, together with the cost of the purchases and the remaining credit available on the student's school meal balance. WisePay usually receives this data from the tills at the end of each day.

## **WHO DO I CONTACT IF I HAVE ANY FURTHER QUESTIONS?**

A How to Guide will be available in the parents section of the website. If you still require assistance please contact the finance team for online payments or the admin team for general log on difficulties. If we are unable to help we will contact WisePay on your behalf.