

Hackney New School
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Headteacher: Charlotte Whelan

20th August 2020

Dear Parent/Carer

Re: New Parent School Payment System +Pay

Thank you for your feedback regarding our online payment system School Money over the last year. You made clear that it was not always easy to use and that money did not always update swiftly on to your account. As a result we have looked into the systems that other schools use and are moving to a new more effective provider.

From 1st September we will be using +Pay on ParentMail – an online payment service which allows you to pay for school items quickly and easily on a smartphone, tablet or computer.

In the week beginning 24th August you will receive an email from ParentMail inviting you to set up your new account. Even if your child will be taking pack lunches, please set up an account as there will be times when you may need to pay for other things through this system. Please follow the instructions in the email and if you need any additional information or assistance, please use the help site: www.parentmail.co.uk/help/parenthelp/ or contact finance@hackneynewschoolcst.org. Please ensure that your +Pay account is set up by 3rd September ready for the start of the new term.

Student meal costs will be deducted from your new +Pay account and you will also be able to use this account to pay for other school items such as school trips. Any money that you have left on your School Money account from the last academic year will be transferred to your new account or refunded to you.

You will be able to pay money into your +Pay account electronically, using credit or debit cards as well as PayPal and PayPoint. For your child to have a school meal each day you will need to ensure that you pay at least £15 into your account the weekend before the start of each school week.

If you have an Android or Apple smartphone, we would highly recommend you download the free ParentMail App so that you can make easy, online payments on the go. To do this, simply search for "ParentMail" in your App store.

Please note, your bank statement will display either the school name or ParentMail, dependent on your payment method.

Yours sincerely



Mrs Whelan
Headteacher