Great Marlow School

HEADTEACHER: Mr K Ford

Bobmore Lane
Marlow
Bucks
SL7 1JE
Tel: 01628 483752
info@gms.bucks.sch.uk
www.gms.bucks.sch.uk

10th June 2022

Dear Parent / Carer

Replacement Parent Payment System

Great Marlow School (GMS) will shortly be moving to an alternative parent payment system and are working with the current provider ParentPay to make the transition to the new provider WisePay as easy as possible. Please read this letter carefully to see if you have any money due back to you.

The payment system acts as an intermediary between Parents / Carers and our Catering provider, Impact Food Group (who trade at GMS as Innovate), the school itself for Trips, Activities or sale of goods, School Funds (e.g. for Duke of Edinburgh Scheme) and/or Friends of Great Marlow (FoGMS).

The change will **NOT** affect any money that has already been paid into existing Trips/Activities and will **NOT** impact on any money paid into an existing catering Account.

Below is the proposed timetable. It is subject to change if delays occur in the set up within the banking process, which is outside of our control.

w/c Mon 13th June	Use ParentPay for any payments, no changes.	
w/c Mon 20th June	Use ParentPay for any payments.	Instructions on setting up WisePay to be sent out
w/c Mon 27th June	Use ParentPay for any payments	Deadline for removing funds from ParentPay
w/c **Mon 4th July**	Use WisePay for any payments.	ParentPay access to view only
w/c Mon 11th July	Use WisePay for any payments.	ParentPay access to view only
w/c Mon 18th July	Use WisePay for any payments.	ParentPay access to view only
w/c Mon 25th July	School closed – all payments facilities suspended	

ParentPay operate like a bank account that acts as a 'holding account' that Parents/ Carers can use to store money until they chose to either top up their child(ren)'s Dinner Money account or to make payment for the various goods and services that the school have allocated to them. This 'holding' account is also where funds sit if the school has processed a refund or returned a deposit, for example. If you log into ParentPay this is the balance shown in the top right hand corner and is referred to as the 'Parent account credit available'.

When we move across to WisePay, it is important that the money being 'held' in your existing ParentPay account is reduced to nil, as this cannot be transferred to the new supplier. This can either be by using any balance to top up the Dinner Money account or by asking for a refund from ParentPay. **The deadline is Friday 1st July 2022.**

Please read the relevant next section, depending which Year your child(ren) are currently in. Some Parents / Carers have more than one child in the school and/or have children in other schools that use ParentPay.

If you have any questions, please do not hesitate in contacting the Finance team.

Yours faithfully

Mark Ballard
Commercial & Operations Director

Appendix A) Parents / Carers of students in Years 7 – Year 10 and/or Year 12

Money already paid

Any money held on the Dinner Money account for an individual student will be unaffected by the change to the new payment system provider, as ParentPay will have already passed transferred the funds across to Innovate, or in the case of money paid for future Trips/Activities already been transferred to GMS.

Balance checking – Holding Account

Log into your ParentPay account. The balance shown in the top right hand corner and is referred to as the 'Parent account credit available'. You can either pay this into your child's Dinner Money account or request a refund. Whilst logged into ParentPay you can see the balance held in the Dinner money account. This money will remain safe in the Dinner Money account. The value will in future be shown in WisePay, as Innovate will pass the records over during August.

Request a refund

Select the 'Parent account credit available' from the top right hand corner. Select 'Make a withdrawal' and follow the process to confirm the amount and the payment card to which the withdrawal will be paid.

Next stages

You will be sent details **week commencing 20th June** on how to log into WisePay.

From week commencing 4th July, payments for topping up the Dinner Money account and for Trips/Activities will only be possible by WisePay.

Appendix B) Parents / Carers of students in Year 11 and/or Year 13 Students

Money already paid

Any money held on the Dinner Money account for an individual student will be unaffected by the change to the new payment system provider, as ParentPay will have already passed those funds across to Innovate. For students leaving Great Marlow School in July it is important that any balance held on the Dinner Money account is released back to you before this cutover, as we will not be setting up accounts for students in Year 11 or 13 for the few weeks remaining of this academic year.

Balance checking – Dinner Money Account

Please log into ParentPay to check if your child(ren) have any money shown in their Dinner money account. They will either need to use that balance up in the remaining time at school, or you can request a refund from Innovate. Requests made by the end of June will be paid back via the ParentPay account. The minimum balance that can be requested as a refund is £5.00. Refunds processed by Innovate will be paid back into your ParentPay account. Requests for refunds from July will be processed by Innovate in August and sent out as a cheque.

Balances below £5.00 will need to be used by the students in the Canteen/Sixth Form Cafe.

Any money that remains unclaimed and the sum of balances below £5.00 is donated back to GMS by Innovate at the end of the year as a donation.

Balance checking – Holding Account

After any refund from Innovate has been processed back into your holding account you will need to log back into your ParentPay account to decide how this balance is to be dealt with.

The balance is shown in the top right hand corner as the 'Parent account credit available'. You can either request a refund or donate this to the school.

To request a withdrawal, select the 'Parent account credit available' from the top right hand corner, select 'Make a withdrawal' and follow the process to confirm the amount and the payment card to which the withdrawal will be paid.

To make a donation to the school, select 'Active payment items' and then find the option Donation - School Funds.

Year 11 students who enrol for the Sixth form will be provided with details of how to register for WisePay, **after the enrolment day in August.**

Appendix C) Parents / Carers of students in Year 7 – 10 and/or Year 12 AND either Year 11 or Year 13.

Any balance already held by Innovate in a Dinner Money account can be transferred to another student that will be remaining at the school. It is not possible to move this across to students in other schools.

Any balance held by ParentPay in the 'holding account' can be paid into the Dinner Money account for any other children that you hold a ParentPay account for, including those at other schools.