School meals payment system update

Thank you to all the parents/carers who have already set up their ParentPay account. It is very important that you set up your account so you can check when your child has had a meal and what they are spending. Importantly you can check they are only using their account when you want them to.

It is important to note that the catering staff will never refuse your child a meal, and every meal taken will be charged to your child's account, whether there is credit on it or not. You should therefore check your account regularly to ensure you are aware of the amount your child is spending at break or lunchtime.

Your child may have already made purchases that you are unaware of, so we encourage you to set up your ParentPay account and monitor it regularly. Please ensure your child is aware if you do not want them to use their account as you will be charged for any items they buy. This also applies to pupils entitled to free school meals, as they can buy additional items over and above their daily entitlement of £2.25.

If you have lost your activation details to set up your account, please email with your child's name and school to parentpay@northtyneside.gov.uk

As it is the responsibility of parents / carers to ensure there is credit on your account and to settle any arrears, ParentPay have made it simple to set up an email alert for a low balance or an auto top up payment to help you manage your payments. Please go to https://www.parentpay.com/parent-account-faqs/ for more information.

If your circumstances have changed, and you need to apply for free school meals then please apply online at https://my.northtyneside.gov.uk/category/238/free-school-meals or call 0191 643 2288. Applying is simple and quick and can save you almost £430 per child each school year.

Parentpay – Helpful Tips to Manage your Account

You should check your Parentpay account weekly to see when your child has had a school meal and check how much they have spent. In order to keep your account in credit, you can set up an email alert for a low balance or an auto top up payment as detailed below.

Parentpay Account – How to set up an Alert

1. Login to your Parentpay account
2. Go to Communications
3. Go to Alert Settings
4. Select the type of Alert (low balance and/or new item) and select how you want to receive alerts, email and/or SMS Text.

Email alerts are free of charge. If you opt for SMS text alerts there is a small charge per text. For more information go to https://www.parentpay.com/parent-account-faqs/

Parentpay - Auto Top-up Payment

Auto top up assists' parents and carers in ensuring their child's school meal balance is always in credit. It does so by allowing you to set a minimum balance which, when breached automatically credits your child's meal balance by a fixed amount using a balance transfer payment.

In order to use auto top-up, you are required to set up the bank transfer facility detailed below on your Parentpay account. As soon as this is authorised and completed by your bank, you will be able to use the auto top-up facility.

For more information visit www.parentpay.com/bank-transfer-and-auto-top-up/

Bank Transfer

You can pay for items directly from your bank without having to use a debit or credit card. Bank Transfer enables you to pay for any school item directly from your bank account and is guaranteed by the Direct Debit service.

It requires a Direct Debit mandate to be authorised by your bank before payments can be collected (up to 3 working days normally or 6 working days for initial setup). Payments will be processed instantly in ParentPay. ***This is not a recurring direct debit.*** You need to manually action this payment each time you wish to pay.

To set up Bank Transfer?
1. Log in to your Parentpay account
2. Select one of the following locations to set up your bank transfer
• The Basket (when making a payment)
• The Payment Item Overview page
• The Bank Transfer option on the Parent Account tab (Optional)
3. Follow the onscreen instructions to complete the setup process