



Northrepps Primary School
Church Street, Northrepps, Norfolk NR27 0LG
Tel: 01263 579396
Email: head@bsf.norfolk.sch.uk
Website: www.northrepps.norfolk.sch.uk



Acting Headteacher: Mrs L Watts

23rd July 2019

Dear Parent/Carer

Launch of Pupil Asset Parent Pay

Following on from recent communications regarding how payments will be handled in school, we are pleased to confirm that we are launching Parent Pay with effect from 4th September 2019.

This means that we will be able to communicate with you electronically, and you can keep up to date with school life from your phone, tablet or computer.

The Pupil Asset Parents App is available for free on Android or IOS phones. You can also access the Parent Portal using your computer without having to download an app. Whichever you choose, you'll be able to view your children's information securely. Pupil Asset meets our security requirements (specifically PCI DSS, ISO27001), and holds school and pupil data in a UK data centre accredited with the most stringent and SAS70 standards.

Through the Parent App and Portal you will be able to see your children's school lunch, view and provide consent for upcoming after school clubs and trips. You can make payments for meals, clubs and trips.

What does that mean for you as a parent or carer?

Firstly, we will not be accepting cash payments with effect from the new term on 4th September 2019. Some of you are already utilising the Bacs option to pay for meals, trips and clubs already. As we transition into using Parent Pay there will be some items you will still need to pay by Bacs, until such time as they are transitioned. Further details are as below.

All outstanding balances owed for pre-school fees or hot lunches **MUST** be paid by Tuesday 23rd July 2019. You can still pay for these in cash or via Bacs. If you have an outstanding balance as we go into the new term, you will be unable to access the service you want until the debt is cleared.

From Wednesday 4th September, we will require all lunches to be paid for in advance. We will be unable to book a hot lunch until your child's account is in credit. This does not apply to those children receiving free school meals.



What do I do now?

Below are outlined the steps that you need to take now to ensure that you can pay for any services from the school from day 1 of the new term in September.

1. Over the next few weeks please download the Pupil Asset Parent App using the guide attached and explore the features. Please ignore any balances that may show against your child. This will be reset to zero over the summer holidays.
2. From 19th August you will be able to pay your first balances across for meals and trips as they appear. **DO NOT MAKE PAYMENTS BEFORE THIS DATE PLEASE.**
3. You will be able to order meals for your child in advance and pay for them too. This means you can budget for these costs in a manageable way.

In future communication will be made via Pupil Asset Parent App and our Website, significantly reducing waste and administration costs.

To assist the smooth transition of the change, below are some of the frequently asked questions that will address any concerns you may have. The school office staff will also be on hand to assist and answer any queries you may have.

Kind regards

Serena Tuffin
Office Manager
Northrepps Primary School



FREQUENTLY ASKED QUESTIONS

Q: I don't do electronic banking how can I pay for services?

A: If you do not currently use internet banking, but instead go into your local bank branch, this will not change. Instead of withdrawing cash, ask bank staff to make the transaction for you electronically. You will need to provide them with our bank details (below) and a reference and they will be able to make the transaction and provide you with a receipt. You will not however be able to see balances unless you have downloaded Parent App. The school office will be able to provide you with these if you pop in to see them.

Q: What do I need to pay and what system do I need to use?

A: Hot lunches and trips: Parent App

Pre-school fees & clubs: BACS until further notice

Q: What are the bank details to set up BACS?

A: Our details are:

Account no – 0038 2256 Sort Code – 20-62-61

Please use your child's name & Club or Fees as the payment reference for example:

“J.Brown Club” or “J.Brown Fees”

Q: I do not have access to the internet, or a mobile I can download the app onto.

A: All the libraries in North Norfolk provide free internet access, wifi and computers to use. You can access the App as normal carry out all your transactions, or view information in the same way as using your mobile. The Parent portal is on <http://secure.pupilasset.com/> Our nearest library with this facility is Cromer.

