ParentMail - Online Payments

How do I buy an item from school? (From my computer)

You will be able to see Payments as an option in your ParentMail parent feed on either your computer or through the ParentMail App. If you have a notification, it means your school have invited you to pay for something, or have notified you of a new payment item which is now available for you to buy or pre-order. Please see the screenshot shown below:

Once in Payments, you will be able to view items "To Pay" or visit the "Shop". Automatically, you will be in the "To Pay" page, as shown below:

Here will be able to view items which you are due to pay. Items here are divided into the following sections:

Overdue Items: These are items where a payment is overdue or you are below the low balance set for dinners.

Upcoming Items: These are items for which the due date is approaching within a week or two. This will also list items that need to be paid.

Part Paid Items: These are items for which a partial payment or subsidy has already been made.

When you click into "**Shop**" you will be able to view items which your school have set up as available payment items, which you can buy at any time. Usually, you will find the payment item here.

Once you have found an item you want to purchase, simply click on it, and go through the options – such as quantity, size, colour etc.

You can then choose to 'Add to Basket' and continue shopping, or click 'Pay Now' to check out straight away. You can view your basket at any time by clicking the basket icon in the top right hand corner. This will display all the items that you have added so far. To make a payment, go to the Checkout screen where you will see a summary of the items you are buying, and available payment options. Please be aware, these payment options are decided by your school.

Pay Now   **£40.00**

P PayPal	>
VISA MasterCard	>
	Other ways to pay ∨
FP PayCash	>

Order Summary

Item	Total
1 x Dinners Bobby Bowls	£20.00
2 x T shirt James Brierley	£20.00
Order Total:	**£40.00**

Please choose your selected method of payment, then click confirm payment. You will then need to enter your payment details as you would with any online purchase.

You can then choose to 'Add to Basket' and continue shopping, or click 'Pay Now' to check out straight away.

You can view your basket at any time by clicking the basket icon in the top right hand corner. This will display all the items that you have added so far.

To make a payment, go to the Checkout screen where you will see a summary of the items you are buying, and available payment options. Please be aware, these payment options are decided by your school.

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P PayPal	>
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	Other ways to pay ∨
FP PayCash	>

Order Summary

Item	Total
1 x Dinners Bobby Bowls	£20.00
2 x T shirt James Brierley	£20.00
Order Total:	**£40.00**

You can pay using credit or debit cards, PayPal or Paypoint Cash. Choose your selected method of payment, then click confirm payment. You will then need to enter your payment details as you would with any online purchase.

How do I buy an item from school? (From the mobile App)

You will be able to see Payments as an option in your parent feed on either your computer or through the ParentMail App.

If you have a notification, it means your school have invited you to pay for something, or have notified you of a new payment item which is now available for you to buy or pre-order.

Once in Payments, you will be able to view items "To Pay" or visit the "Shop".

In "To Pay" you will be able to view items which you are due to pay. Items here are divided into the following sections:

Overdue Items: These are items for which payment or an instalment is overdue

Upcoming Items: These are items for which the due date is approaching

Part Paid Items: These are items for which a partial payment or subsidy has already been made.

In "**Shop**" you will be able to view items which your school have set up as available payment items, which you can buy at any time.

Once you have found an item you want to purchase, simply click on it, and go through the options – such as quantity, size, colour etc.
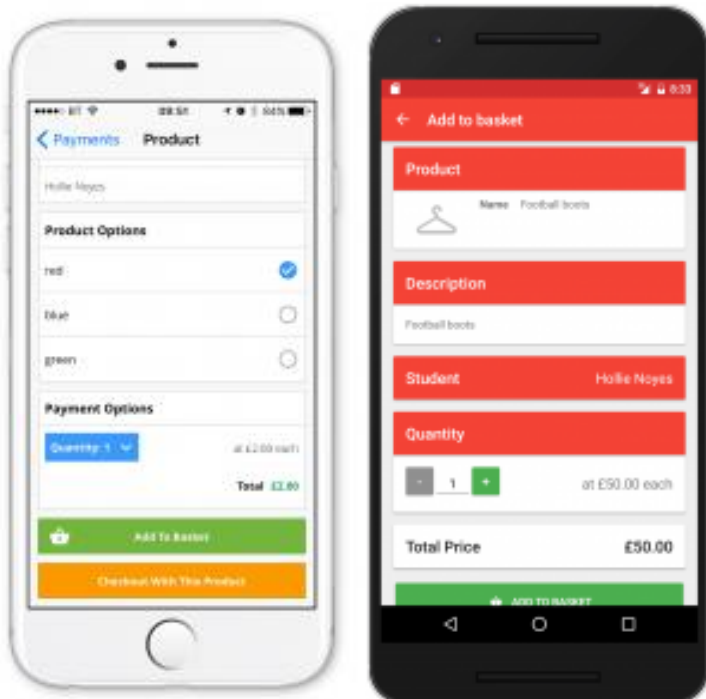
You can then choose to 'Add to Basket' and continue shopping, or click 'Pay Now' to check out straight away.

You can view your basket at any time by clicking the basket icon. This will display all the items that you have added so far.

To make a payment, go to the Checkout screen where you will see a summary of the items you are buying, and available payment options. Please be aware, these payment options are decided by your school.
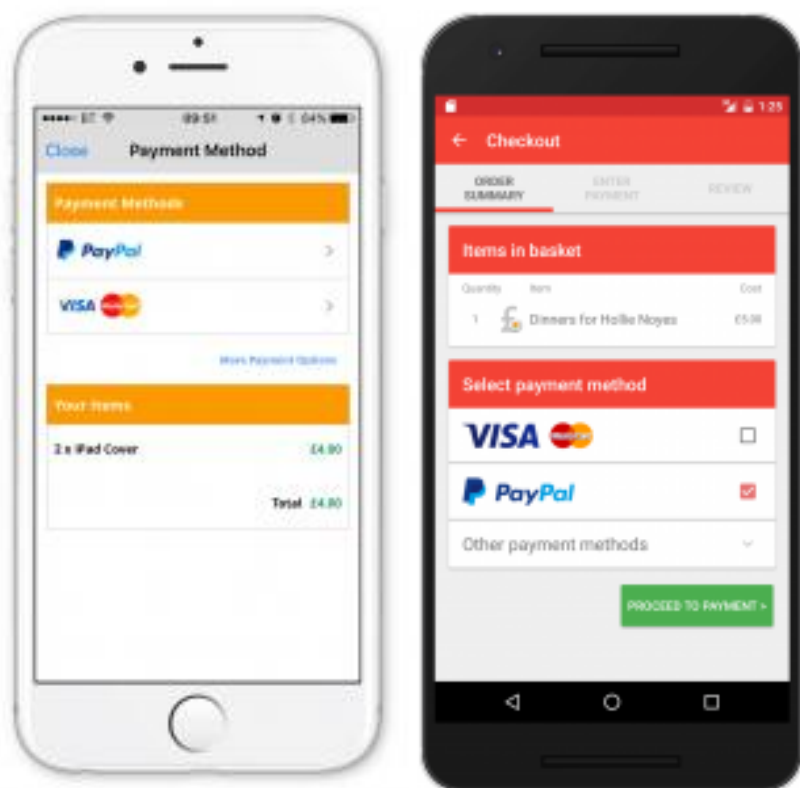
You can pay using credit or debit cards, PayPal or Paypoint Cash. Choose your selected method of payment, then click confirm payment. You will then need to enter your payment details as you would with any online purchase.

How do I top up my child's dinner money account?

Please note the school canteen does not accept cash at its till points. Your child will be set up with an account on the Cashless Catering System. The account can be topped up by paying online through ParentMail, or your child can top up the account with cash by using the Revaluation Units in the School Hall.

Please click into the Payments tab > Shop > Look below 'Accounts' as shown below:
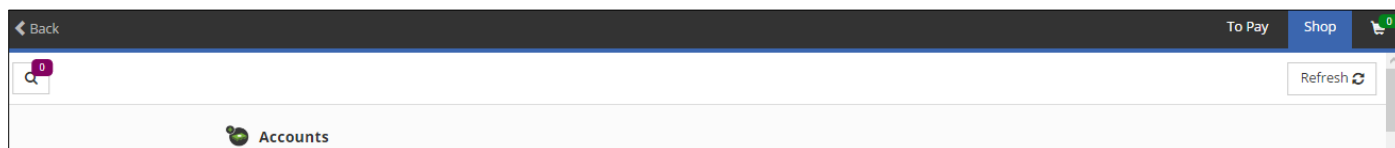
Below 'Accounts' you will be able to find your child's name listed here. If you have more than one child at different schools, they will also be listed here. Once you have selected who you need to top up for, you can type in an amount to top up as shown below:

Please remember that this will only add money to the account, this is not for the number of meals you would like.
When you are in the Checkout section, you will be able to choose a payment method. The school may have set a minimum top up amount; if you attempt to top up less than this amount, you will see an error message like the one below.

Where can I see my child's recent lunch transactions?

On your computer:
From your main menu, please click into Payment History > Cashless Accounting. Here you can then select the statement you wish to view. This will list the transactions that have been made by your child.

For further information, you can select a transaction by clicking into this. If you see 'meal' here, this means the school tills aren't sending ParentMail details of individual items that have been purchased on each transaction. If the school tills do provide this information, you will see details of what your child has purchased here.

On the Android App:
Open the ParentMail App, please click into Payments > Shop > Top Up > History. This will show you a list of all actions (top ups, refunds, meals taken) related to that balance.

If you see 'meal' here, this means the school tills aren't sending ParentMail details of the individual items that have been purchased on each transaction. If the school tills do provide this information, you will see details of what your child has purchased here.

On the iOS App:
Open the ParentMail App, please click into Payments > History > Dinners > Select an account > Select a statement by month. This will show you a list of all actions (top ups, refunds, meals taken) related to that balance.

If you see 'meal' here, this means the school tills aren't sending ParentMail details of the individual items that have been purchased on each transaction. If the school tills do provide this information, you will see details of what your child has purchased here.

FAQs – ParentMail Online Payments

Why am I receiving an error message advising me that I cannot purchase more than one of this item?

If you get an error message stating that you can only purchase one of this item, as shown below:
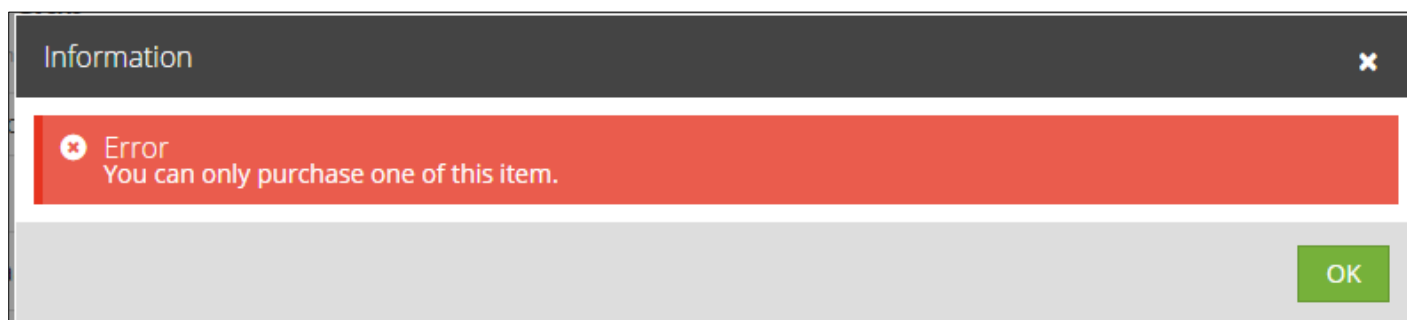
Please click OK and then go to your Basket, where you will find the item already added. You can either remove the item by changing the quantity to '0' or you can continue to proceed with the purchase.

My child is entitled to free school meals, so why have I received a reminder about their balance?

This is an automatic message sent out when a child is added to a dinner register. If your child is entitled to free school meals then please feel free to disregard the reminder and you will not need to proceed and top up their dinner account.

Why can I not see payment options for my child?

Please make sure you are looking in the "Shop" tab to view available payment items. If you still can't see the item you are looking for, please contact your school. It may be that they have made some items available for specific users only, or for a specific 'purchase window'.

When trying to make a payment, I received an on screen error, has the payment been taken?

Please check that the card details you have entered are correct, you also need to check that the expiry date is entered as MM/YY and not MM/YYYY. If you are still receiving the error message, please contact the school directly; they will be able to confirm if the payment has been successful. If it has not, please try and make the payment again – if the problem persists, please log this with your school who can get in touch with ParentMail directly for further assistance.

How do I remove an item from my basket that I no longer wish to purchase?

If you need to remove an item from your basket you will need to click on the basket symbol, as shown below:


Under Basket Items, you will find the item that you have added. Within this, you will find a drop-down field as shown below:
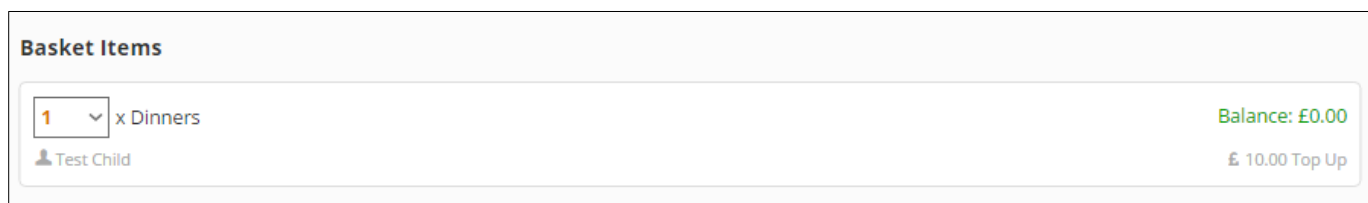
You need to click into the drop-down field and change the quantity to 0, as shown below:
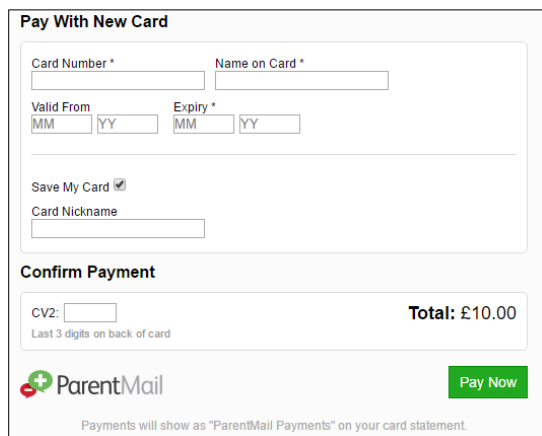
Immediately, a warning message will appear requesting if you wish to remove this item from your basket or not, as shown below:

⚠ You are about to remove this item from the basket. Are you sure you want to do this?

No   Yes
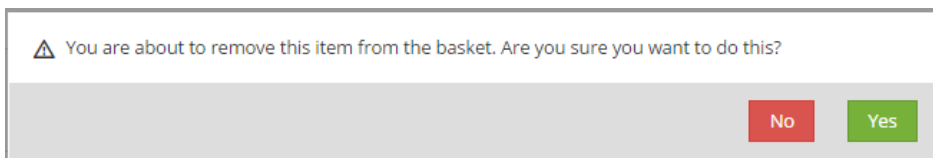
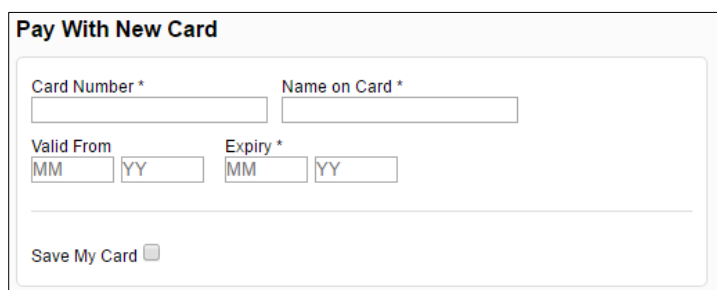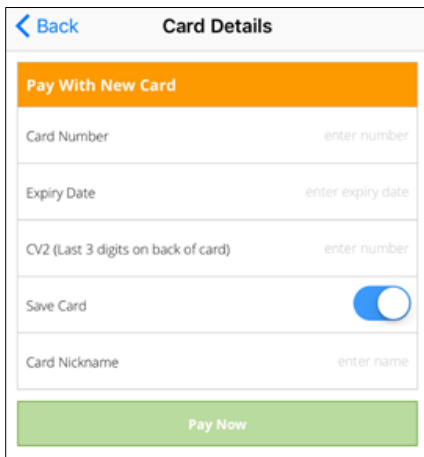## How can I save my card details for future payments?

On a Computer:

When you are ready to checkout and have chosen the Card method to pay by, you will need to click the 'Confirm Payment' Button. Another tab will open for you to enter in card details as shown below:

Pay With New Card

Card Number *   Name on Card *

Valid From   Expiry *
MM   YY   MM   YY

Save My Card ☑
Card Nickname

Confirm Payment

CV2:   **Total: £10.00**
Last 3 digits on back of card

ParentMail   Pay Now

Payments will show as "ParentMail Payments" on your card statement.
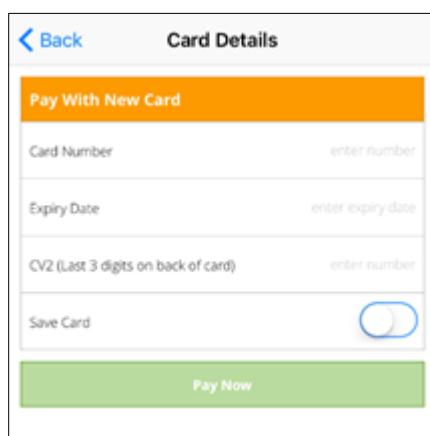
When you have entered in your card details, you can see 'Save My Card' is defaulted to be enabled. This means that the details will automatically be saved. If you do not wish to save the card details, you can untick this box.

Screenshot showing when you deselected to save your card:

Pay With New Card

Card Number *   Name on Card *

Valid From   Expiry *
MM   YY   MM   YY

Save My Card ☐

Via iOS App:

When you are ready to checkout and have chosen the Card method to pay by, you will need to click the Confirm Payment Button. Another window will open for you to enter in your card details as shown below:

< Back   **Card Details**

Pay With New Card

Card Number   enter number

Expiry Date   enter expiry date

CV2 (Last 3 digits on back of card)   enter number

Save Card   ⬤

Pay Now

When you have entered in your card details, you can see 'Save My Card' is not enabled. This means that the details will not be automatically saved. If you wish to save the card details, you can tick this box.
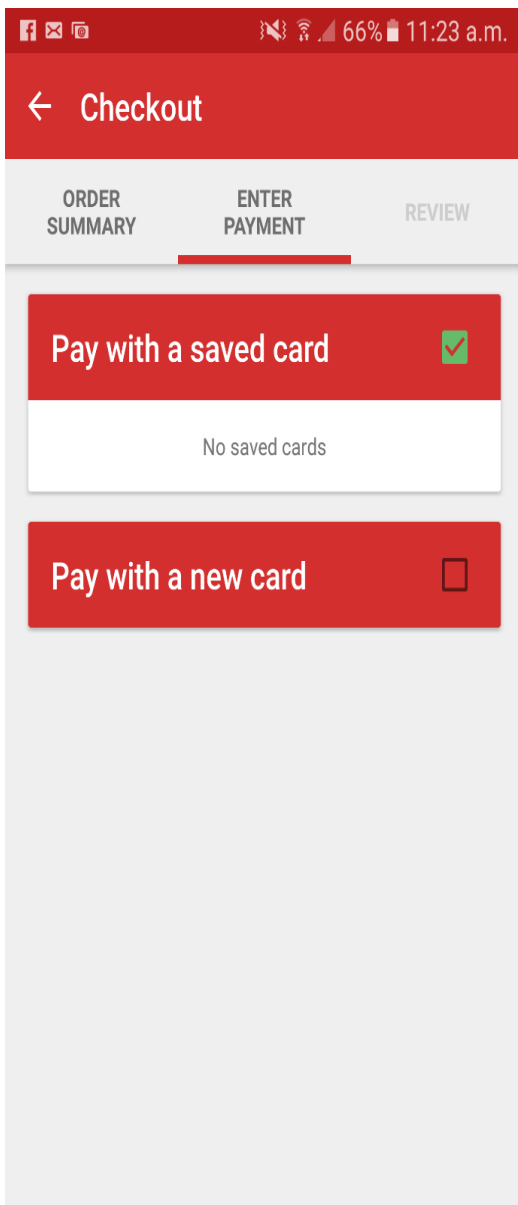
Screenshot showing when you have selected to save your card:

Via Android App

When you are ready to checkout and have chosen the Card method to pay by, you will need to click the 'Confirm Payment' button. Another window will open for you to select whether you want to pay with a saved card or pay with a new card:

Pay with a saved card is automatically ticked. You will need to tick the pay with a new card option to enter in your card details, as shown below:

Here you can select the option to 'Save card for future payment' which will then appear in 'Pay with a saved card' for the next payment you make.

Where can I view my saved cards to edit the details or delete them?
We do not store the saved cards anywhere within ParentMail. You will only be able to see the saved cards when you are processing a payment via card.
To delete a saved card, simply click the Delete button next to the card details.

How many cards can I save?
You can only have up to 5 cards saved on ParentMail, if you need to save another card you will need to contact the school to either manually process the payment for you or you need to pay via PayPal instead.