



October 2017

Dear parents and carers,

From January 2018 we will be working towards no longer accepting cash and cheque payments, making the school a cash-free safer environment. We use an online payment system Wisepay so that students do not need to bring cash on to the school site. Wisepay will be used for payment of school meals, trips and all items sold by the school. All parents/carers should have received a registration letter with guidelines on how to set up and activate their child/children's account; copies have been enclosed for your convenience. If you have not activated your account please do so, because from 1st January 2018 Ark Putney Academy will no longer be accepting cash or cheques. You can register by accessing the Wisepay site: <https://www.wisepay.co.uk>.

Benefits

The system enables us to deliver a more efficient, faster canteen service and to continue to provide wholesome, healthy and enjoyable meals at the lowest cost. Other benefits are:

- Convenient way of paying for school meals, trips etc. No more looking for change every morning.
- Discourages the misuse of school dinner money through spending in shops outside of the school grounds.
- Alleviates many of the associated problems with the use of cash in schools. i.e. loss, theft and bullying.
- Healthy eating is encouraged.
- Queuing times are reduced through increased speed of service.
- Automatic free meal allocation with the pupil remaining anonymous.
- Detailed reports to analyse all aspects of the use of the system.

Making secure payments online using your credit or debit card

Wisepay offers you the flexibility to make payments whenever and wherever you like, safe in the knowledge that the technology used is of the highest internet security available.

You will have a secure online account activated using a unique username and password, you will be prompted to change these and to keep them safe and secure. If you have more than one child at the school, you can merge their accounts to create one login for all your children.

Making a payment is straightforward and Wisepay holds a payment history for you to view at a later date. No card details are stored in any part of the system. Once you've activated your account you can make online payments straight away.

We hope you will support us in achieving our goal to become a cashless school and reduce the workload on our staff. Your support in using Wisepay will help the school enormously, thank you.

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For further information on Wisepay please see the FAQs below or visit www.wisepay.co.uk.

Wisepay FAQs

- **When can I log in to my account?**
Once you have received your activation letter from school with your activation login details you'll be able to activate your account and start making payments. This letter will be sent to you soon by your school.
- **Which cards can I use?**
Wisepay accepts MasterCard and Visa credit cards, and Maestro, Switch, Delta, Electron, Solo and Visa debit cards. Some schools may limit the use of credit cards for some transactions; you will be informed by the school directly of any such restrictions.
- **Is it safe to make payments on the internet?**
Yes. Wisepay uses leading technology to process your card transactions securely. All communication with the bank is encrypted and neither Wisepay nor the school have access to your card details.
- **How can I check that it's secure?**
Standard website addresses begin with *http*; the address for a secure site will always begin with *https*. You will also see a padlock at the bottom/top right of the screen on our login page and after you have logged into your account; never enter your card details or personal data on any web page whose address does not start *https*.
- **What about our personal information?**
Wisepay holds a very limited amount of information about you and your child solely for the purpose of administering your account; however Wisepay does not use your personal information other than for supporting the school. We do not share or give information to any other organisations. We operate under strict guidelines set out by the Data Protection Act 1998.

Wisepay will NEVER contact you by phone, email or mail and ask you to divulge confidential information like passwords or card numbers. If you are ever contacted by someone claiming to be from Wisepay, please contact us immediately on 0845 899 0011.

- **I don't have a home PC so how can I use Wisepay?**
Why not visit your local library, internet café or see if you can get access to a computer at work alternatively ask if you can use your school's computers.

For more information please visit www.wisepay.co.uk

If you have any issue logging on Wisepay, please email r.harris@arkputneyacademy.org

Yours sincerely



Miss Alison Downey
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