

# Where to Start



## WHO ARE WISEPAY?

WisePay is a secure online payment service that allows parents and guardians (and extended family members), to make payments to their academy using their debit or credit cards. Payments can include meals, trips, tickets, uniform purchases, book purchases, clubs, bus payments, sports or music payments - in fact, WisePay can facilitate any payments that may be made to an academy.

The WisePay service operates in hundreds of schools, academies and colleges across the UK. Our company has been in business for over 20 years.

## WHAT ARE THE ADVANTAGES OF USING WISEPAY?

Using your debit or credit card, payments to your academy can be made conveniently from home, office or anywhere that has an internet connection.

Payments can be made 24/7. You do not have to wait until your academy is open and you do not have to write cheques or find cash. Furthermore, at any time you can see your payment history in your "Wise Account". Additionally, you can track every transaction that you make - again 24/7.

Your Wise Account also allows you to see your balances at anytime. This is particularly useful for, say, a school trip that you are paying on instalments or for meal balances. You no longer have to call your academy to ask about your balance or wait for a statement to arrive - you can see this information anytime at your convenience.

## WHAT HAPPENS TO MY MONEY?

All money that you pay goes directly and immediately to your school's bank account. WisePay does not take or hold any of your money at all.

In some instances, if your academy has chosen to contract its meal service to a third party (ie a catering contractor), your payments will go directly to them. Again, none of your money goes to, or is held by, WisePay at anytime.

## IS WISEPAY EASY TO USE?

WisePay is extremely easy to use. It's visual and simple instructions are very quick and easy to follow, even for anyone who has never made an online payment or purchase before.

## HOW LONG DO THE PAYMENTS TAKE TO REACH MY ACADEMY?

All online payments are made in real time, so the payment will be credited to your account instantly.

## WHAT CREDIT OR DEBIT CARDS CAN I USE?

Payments to your academy through WisePay can be made with all well known credit or debit cards. All cards that you would use in any high street stores can be used.

## IS MY PAYMENT AND THE PAYMENT SITE SECURE?

Yes. All pages viewed on WisePay are encrypted using a secure Socket Layer (SSL) session.

## WHO CAN SEE MY CARD DETAILS?

Neither WisePay nor your academy can see or has access to any of your card details. Your card details are never stored by WisePay.

## HOW DOES MY ACADEMY KNOW I HAVE PAID?

The finance personnel within your school are notified that you have made a payment. They know which student the payment is for, how much has been paid and the item(s) that you have paid for.

## WILL I GET A RECEIPT FOR MY PAYMENT?

Yes, you will automatically receive a receipt directly to your email address for every payment that you make.

## HOW DO I VIEW MY TRANSACTIONS?

Once logged in to your account, you can access your "Wise Account". Just click on the "Wise Account" tab on the top right of the screen. From here you can see all your transaction history, view food and drink balances (if relevant) and change some of your account details, such as email address or telephone number. You can also change your password from here.

## WHAT IF MY ACADEMY USES A CATERING COMPANY TO PROVIDE MEALS?

If your academy is using a catering company to provide its meal service, the online payments that you make may go directly to the contractor rather than to your academy.

All payments that you make will still show up on your account immediately in real time and you will see the transaction history in your Wise Account in the same way as all other transactions.

## WHAT IF MY ACADEMY CANTEN HAS TILLS?

If your canteen has a till system, they are either operated by the academy or a third party chosen by them.

If your academy chooses, WisePay automatically links to the canteen tills. Therefore, if you make an online payment using WisePay for meals, the payment details will be carried with the student and be available to spend at the tills when they wish to make a purchase.

If a till system is in operation at your academy, this is operated by a 3rd party and not by WisePay. Therefore, although WisePay can provide you with details of all payments that you have made online via WisePay, we cannot calculate the balances of the canteen purchases as WisePay does not know them.

WisePay can however, display purchases made at the tills, together with the cost of the purchases and the remaining credit available on the student's meal balance providing the tills are able to send this information to WisePay. If the canteen tills are able to do this, WisePay usually receives this data from the tills at the end of each day.

This is the only example where WisePay does not calculate the balances we are displaying but are instead displaying the balances received from a 3rd party. Therefore, it is the responsibility of the 3rd party to provide those balances correctly to WisePay.

## WHO DO I CONTACT IF I HAVE ANY FURTHER QUESTIONS?

Your first line of any enquiry should be with the WisePay Administrator at your academy. They will contact WisePay on your behalf if they are unable to help.

[www.wisepay.co.uk](http://www.wisepay.co.uk)

WisePay - making it easier for parents and academies

Our Academy takes

# Credit and Debit Card Payments Online with



## Have you tried how simple it is?

Go to our academy web site for a link to our WisePay Payment Portal



All major credit and debit cards are accepted. All payments are highly secure.