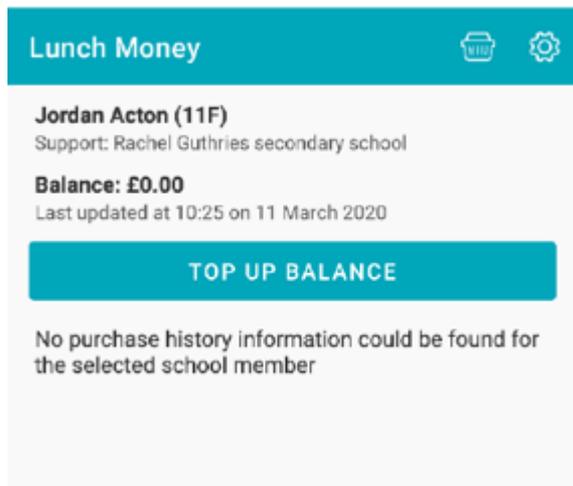


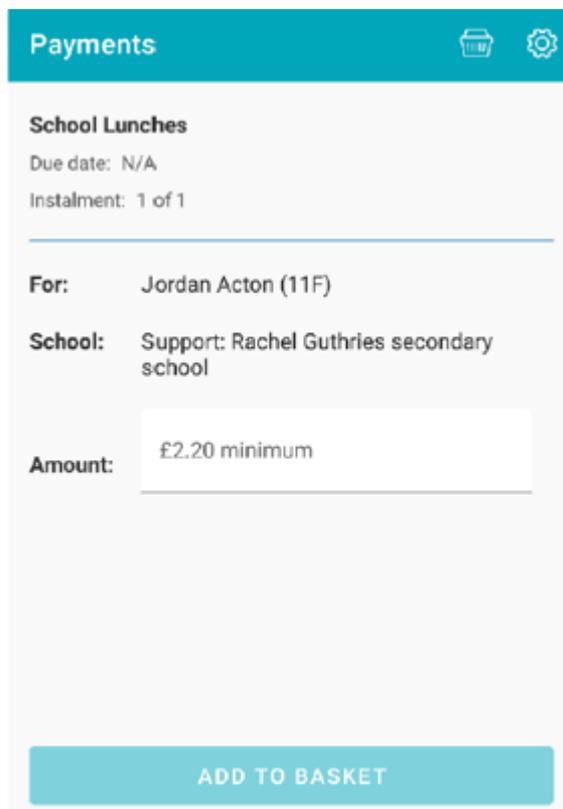
Payments - To make a Payment

1. Once logged in to School Gateway you will see the Home Screen
2. Click on the child you would like to make the payment for
3. Select *Lunch Money* to view or top up the money account and *Top Up Balance*

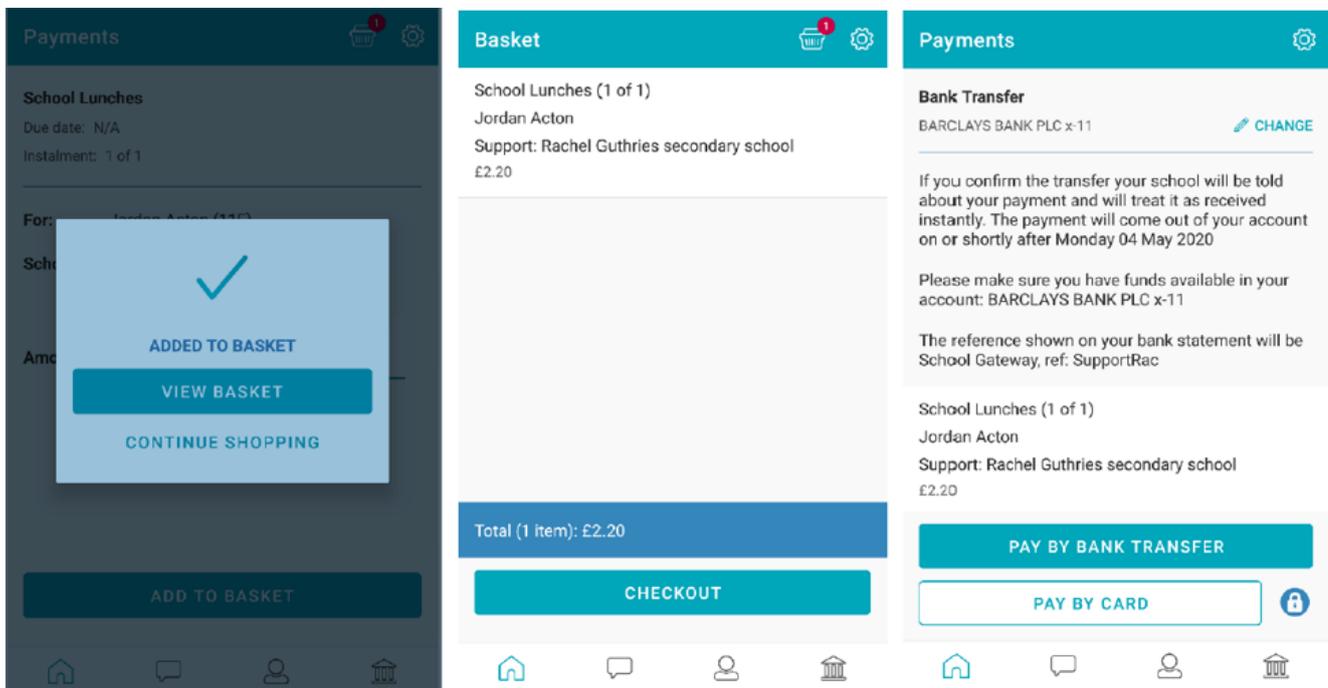


The screenshot shows the 'Lunch Money' account page for Jordan Acton (11F) at Rachel Guthries secondary school. The balance is £0.00, last updated on 11 March 2020. A prominent teal button labeled 'TOP UP BALANCE' is visible. Below the button, a message states: 'No purchase history information could be found for the selected school member'.

4. You will then be redirected to the Payments Section
5. Select the *Dinner Money* item
6. Enter the amount you want to pay, and press *add to basket*
7. You will then be shown a summary of your payment and to proceed click *checkout*
8. Select the required payment method



The screenshot shows the 'Payments' section for 'School Lunches'. It displays the due date as N/A and the instalment as 1 of 1. The payment is for Jordan Acton (11F) at Rachel Guthries secondary school. The amount field is set to £2.20 minimum. A teal button at the bottom is labeled 'ADD TO BASKET'.



9. Alternatively, you can use the voucher attached and take this to your local shop with a Paypoint machine and add money this way. Payments may take up to 11am the next working day for money to credit your child's account.
10. Free school meals will be automatically credited – there will be no change to how this runs in school

To change bank details on School Gateway for Bank Transfer

To change bank details on School Gateway for Bank Transfer payments please follow the steps below:

- Once you have logged in to School Gateway, open the Payments tab.
- Select the items that you wish to pay for and add them to your basket.
- Once you have selected everything and added it to your basket, click 'View Basket'.
- After confirming the payment total, click 'Checkout'.
- Once in the checkout screen, it will ask you to review your payment.
- Where it says, 'Payment Method – Change', click the Change option and this will allow you to change either the way you would like to pay (Bank Transfer or Credit/Debit Card) or change your Bank Details.
- Select the option to change bank account details and follow the steps to change.
- Please contact the school if having any issues

Why Choose to Pay Using Bank Transfer

- Bank Transfer is the easiest and most secure way to pay using School Gateway.
- The Bank Transfer set up can either be completed via the School Gateway app or website.
- Once the initial set up has been completed, there is no requirement to re-enter bank details each time a payment is processed via School Gateway.
- Monies are debited from the payers account between 3 and 5 working days after the payment is completed in School Gateway. Initial payments can sometimes take up to 10 working days to clear.
- The facility is backed by the Direct Debit Guarantee.

Can Payments Fail?

- The most common reason for a payment to fail is if the payer has insufficient funds in their account at the time the monies are debited from their chosen account (3 to 5 **working** days **after** the payment is completed in School Gateway).
- Some bank account types do not accept the bank transfer facility.

How Do You Know If a Payment Has Failed

- If a payment does 'fail' you will be notified via email from the School Gateway team.
- The payer will receive an email asking them to make the payment again. No monies will be debited from the payer's account.
- Failed payments are visible in Schoolcomms, within your Payment Reports.

To pay by Bank Transfer

- Click on Pay by Bank Transfer
- Your personal information will already be prefilled from what the school have on record for you and once you have entered your bank account details press Next
- It will ask you to confirm the bank details are correct If your details are listed correctly and you are happy then press the Submit button. This will confirm that you wish to set up Instant Bank Transfer.
At this point you will receive an email confirming that Instant Bank Transfer has been set up
- Now that Instant Bank Transfer has been set up, you will see a screen that gives you the chance to review your payment before proceeding. This is the screen you will see straight away after selecting Instant Bank Transfer as your desired payment option as the initial set up has now taken place. To proceed select Make payment or to return to the basket to make any changes select Return to basket