

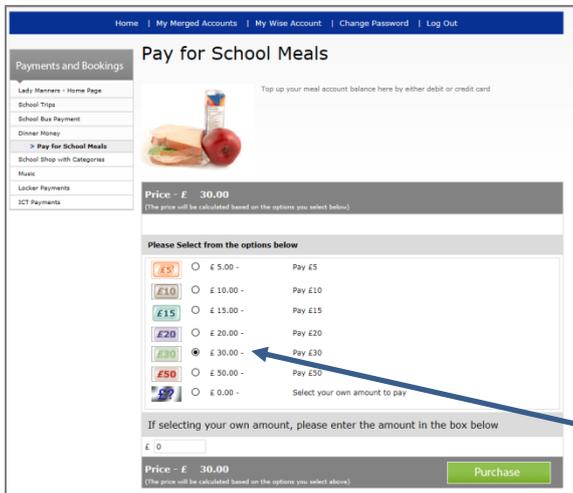
# Lady Manners School



## How to pay for school meals using WisePay

- Go to the Lady Manners School website ([www.ladymanners.net](http://www.ladymanners.net))
- Click the 'WisePay' button at the top of the screen
- Login to the WisePay website with the username and password provided to you in a separate letter.

- Click the 'Food and Drink Payments' box
- Then click 'Pay for School Meals' on the next screen



- Click the amount you want to pay  
*or*
- If you want to pay a different amount enter it in the box below
- Click 'Purchase'
- You'll be taken to your shopping cart; check the details and click 'Proceed to Checkout'

On the next page: check your details, agree to the terms and conditions and click 'Make a Payment'



- Click the type of card you want to use
- On the next screen, fill in the card details and click 'Proceed'
- Then check all the details and click 'Pay Now'

Your bank may ask you to authenticate your card details. Once you have done this you will be returned to a confirmation screen.

You have now paid money onto your child's dinner money account. It will be available for them to spend in school after two hours. You will receive an email to confirm the transaction.



## WisePay online payments – frequently asked questions

### Who are WisePay?

WisePay is a secure online payment service that allows parents and carers (and extended family members), to make payments to their school using their debit or credit cards. Payments can include school 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 a school.

The WisePay service operates in hundreds of schools, local authorities, 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 school can be made conveniently from home, office, or anywhere that has an internet connection.

Payments can be made 24 hours, 7 days a week. You do not have to wait until your school is open and you do not have to write cheques or find change.

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 hours a day, 7 days a week.

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 school meal balances. You no longer have to call your school 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 school has chosen to contract its school meal service to a third party (ie a catering contractor or the local authority), your payments will go directly to them. Again, none of your money goes to, or is held by, WisePay at anytime.

### 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 school can see or has access to any of your card details. Your card details are never stored by WisePay.

### How does my school 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 at the top of the screen.

From here you can see all your transaction history, view dinner money 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 school canteen has tills?

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

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

If a till system is in operation at your school, 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 your child's school 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.

### How long do the payments take to reach my school?

All online payments are made in real time, so the payment will be credited to your account instantly. However it may take up to two hours to transfer to your child's account at the tills in the canteen.

### What credit or debit cards can I use?

Payments to your school 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.

### Who do I contact if I have any further questions?

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

