

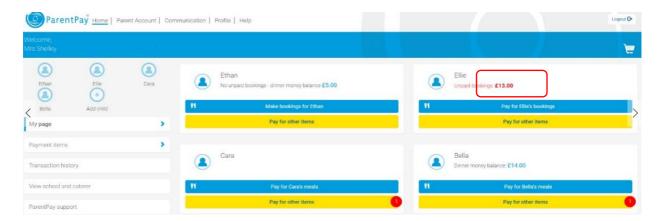
## Meal pre-ordering schools: Debt balances

If meals are being recorded manually in school, opposed to payers booking online, the meal balances may be falling into arrears if there are insufficient funds associated with the dinner money payment item.

**NOTE:** It is preferable for parents to pre-order their meals as they are required to pay for meals at the time of booking. This reduces both the administration in school and the debt levels.

This guide demonstrates how parents can clear any debt accrued.

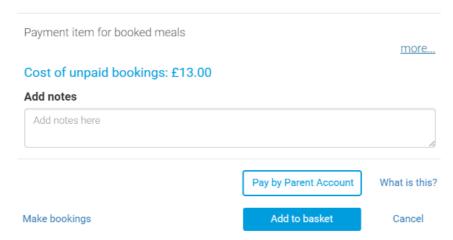
- 1. Navigate to <a href="www.parentpay.com">www.parentpay.com</a> and log in to your account.
- 2. For a child with an unpaid bookings debt, select Pay for (child's name) bookings



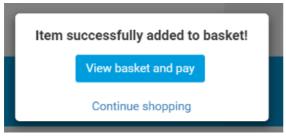
If you have a credit balance on your Parent account, you can select to Pay by Parent
Account (if there is insufficient credit to cover the cost, you will be prompted to add
to basket), alternatively you can select to Add to Basket



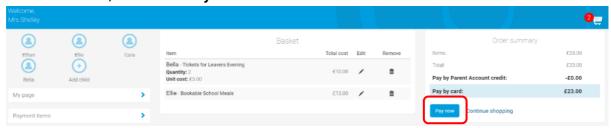
## Ellie - Bookable School Meals



4. If you would like to pay for more items select **Continue Shopping**, otherwise select **View Basket and Pay** 



5. Review the cost, and select Pay now.



6. If you have a stored card(s) on your account you may select and pay with this card, entering only the Security code/CVV and selecting **Review Payment** 







## Select your payment card

Please enter your card security code or add a new card.



Cancel

- 7. If you have no stored cards, or you wish to use a card not currently saved on your account, select **Edit card / Use different card.** You can now enter your card details into the secure payment page. Select **Review payment**
- 8. Review the amount then select **Make Payment** to complete the process.