

1 Our trip has a limited number of places available. Can the Trips Module manage that?

All of the trips created using the ParentPay Trips Module can have limited availability applied to them. Once all the available places have been allocated, parents looking to make an online payment will be shown the message "NO MORE AVAILABILITY".

3 The next trip doesn't have a charge, but we still need to collect consent and emergency contacts.

With the Trips Module, you can set up free of charge trips but still request parents give their consent and provide details such as emergency contacts or allergy information electronically.

5 We don't set a fixed price for our trips. Can we allow parents to make contributions?

You can create a Voluntary Contribution trip. Parents can then make a payment of any figure they are comfortable with up to the recommended contribution set by you.

7 If the trip gets cancelled, can we refund all the payments in one go?

If a trip is cancelled, you are given the option to 'bulk refund' all of the online payments in one go. This money will be refunded to the Parent Account.

You can then refund the cash, cheque or PayPoint payments individually, and give the cash/cheque to the payers.

2 We need the payments in by a certain date. Anyone who doesn't pay by that date can't go on the trip.

When you enter the full cost, or set the instalment amounts for the trip, you can choose whether to accept payments after the due date simply by ticking or unticking a box.

4 I haven't got any trips to set up, but I have some other items. Can I use the Trips module to collect payments for those?

The Trips Module is only designed to be used for collecting payments for trips. You can set up any other items as a Payment Item.

6 What if Pupil Premium or school subsidies mean that pupils pay different prices?

Only a single price can be set for a trip, but you can enter any amount covered by pupil premium or a subsidy into *Finance > Record adjustments* before publishing the trip. This will then adjust the amount to pay that parents see when they log in.

8 Can we print the emergency contact/allergy information to take with us on the trip?

The 'Attendance, consent and information' report is designed to be printed and taken with you on a trip. It contains a list of the pupils whose parents have provided consent for their children to attend, and any information such as emergency contact, or doctor's details that they may have provided.

9 Can we see a list of who hasn't made payments?

The 'Payment progress' report provides details of pupils who have made payments, and how much has been paid to date. It can also be customised to show a full list of all of the people assigned to the trip, regardless of whether they have paid.

11 Our trip has a limited number of places, a fixed deposit, and then instalments. Can ParentPay handle that?

You can create a trip with up to six instalments, the first instalment being the deposit. Set the number of places that the trip is limited to, and untick the box next to the deposit amount to prevent anyone paying the deposit after the due date. Those people who are lucky enough to secure a place on the trip by paying the deposit, will be able to continue making payments until the full balance is paid off.

13 Is there a limit to how many trips I can have running at any one time?

No. You can have as many trips running at one time as you require.

10 What happens to the trips once they've finished?

Once the date the trip is taking place has passed, the trip is marked as ended. If the parent has made all the required payments (or has never made a payment or given consent against a trip), it is moved to Historic Payment Items. If the parent still has payments to make, the trip will be listed under their Active Payment Items until all payments have been made.

12 What about those parents who can't pay online or access the website?

All trips created in the Trips Module are automatically PayPoint enabled. If a parent asks for a barcoded letter, print it in the usual way. You can mark that consent has been given by the parent (doing so will also hold a place for that person if the trip has limited availability), and can also enter any requested information provided by the parent.

14 Where can I find out more?

The Trips module is on your ParentPay site already, and is ready for you to set up your first trip! Simply navigate to *Payment items > Trips* to get started.

For further information on setting up trips, visit the ParentPay support site by clicking the purple question mark on your homepage.

**FIND OUT
MORE ABOUT
PAYPOINT
HERE**

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