



## RAVENOR PRIMARY SCHOOL

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Head Teacher: Mrs. L Lobo

Acting Deputy Head Teacher: Ms. K Harrison

12<sup>th</sup> November 2020

Dear Parents and Guardians,

### Re: Online payments for school lunches (Year 3, 4, 5 and 6)

Our school meal provider, Chartwells, will no longer be taking cash payments from **Monday 16<sup>th</sup> November. All payments will need to be made online from this date.**

To support parents and guardians with how to make online school meal payments, please see below.

### Who needs to make online school meal payments?

Any parent or guardian with children in years 3-6, who ARE NOT eligible for free school meals (please check with the school office if you are unsure) and wish their child to have a school meal, need to make online payments.

### What will happen if my child wants a school meal and I have not made an online payment?

We are hoping that this will not happen, but in the rare event where a parent or guardian may not realise that they need to make a payment or top up their funds, a member of the admin team will call the parent/guardian and school will provide a light snack for the child for that day only. If payment has not been made for the following day, then we will not be able to provide a lunch and a member of the admin team will call the parent/guardian.

### When can I start making online payments?

Online payments can be made from today (12<sup>th</sup> November 2020). If you would like your child to have school meals regularly, then it is advisable to upload sufficient funds to cover the week, where possible.

### How much does a school meal cost per day?

£2.35

## How to add funds for your child's Lunch Money

- Go to Ravenor Primary School's [Website](http://www.ravenor.ealing.sch.uk/)  
→ <https://www.ravenor.ealing.sch.uk/>
- Click on "[Online Payments & Bookings](#)"  
→ <https://www.ravenor.ealing.sch.uk/online-bookings-and-payments/>
- Click on "Ravenor Primary School Online Bookings & Payments"
- You will be re-directed to SCOPAY, Ravenor Primary School Cash Office Payments Service



- Log On to your SCOPAY Account as you normally would (for trips, clubs, etc)
- Select "Lunch Money - Chartwells" by clicking on "Make Payment"
- Add the amount desired and click "Add to Basket"
- Go to your basket by clicking on "Basket" at the top of the screen
- Click "Check Out" and enter payment and contact information
- Click on "Process Payment"
- Select payment card (Visa, MasterCard, etc)
- Enter debit or credit card details and proceed to complete the payment
- A confirmation page will confirm whether the payment was successful. If so, click "Continue" and you will be taken to SCOPAY's receipt and transaction details.
- You may now log out of SCOPAY
- Please be advised that Lunch Money payments must be done as a single transaction and cannot be processed together with other items (e.g. Trip, Blossom Tree, etc)

You can also access SCOPAY directly by clicking [here](#) or going to <https://www.scopay.com/ravenor>

A Parent Guide to Managing your SCOPAY account is also available on our the school website, or by clicking [here](#) or going to <https://www.ravenor.ealing.sch.uk/wp-content/uploads/2020/02/SCOPAY-Parent-Guide-Managing-Your-Account.pdf>

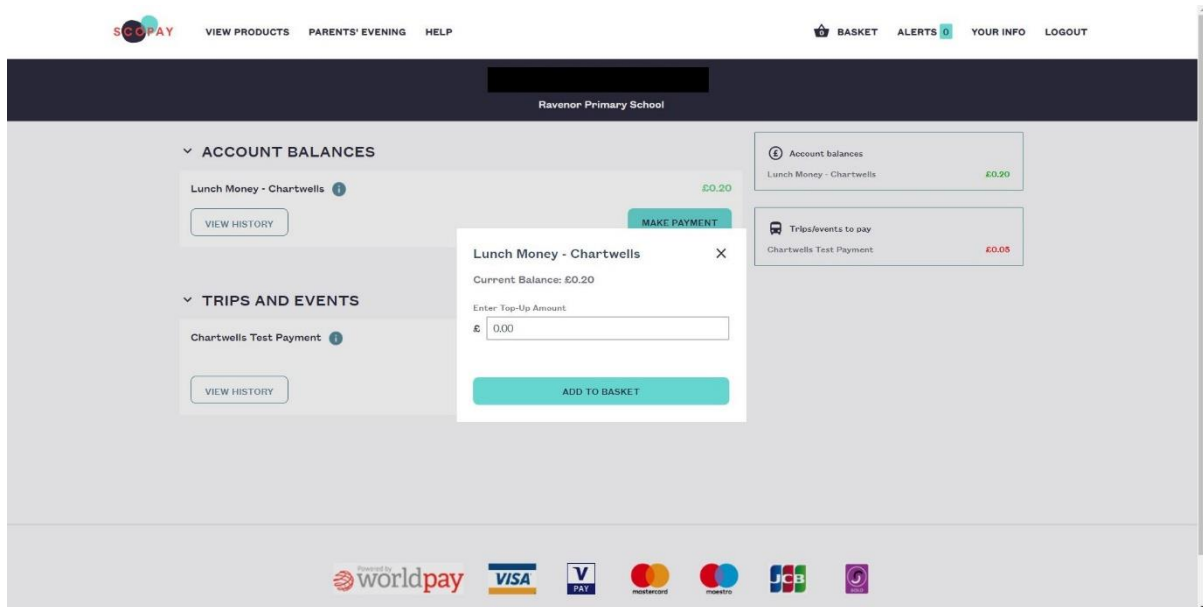
## STEP BY STEP GUIDE

- Go to Ravenor Primary School's [Website](#)
- Click on "[Online Payments & Bookings](#)"
- Click on "Ravenor Primary School Online Bookings & Payments"
- You will be re-directed to SCOPAY, Ravenor Primary School Cash Office Payments Service
- Log On to your SCOPAY Account as you normally would (for trips, clubs, etc)
- 

The screenshot displays the SCOPAY user interface for Ravenor Primary School. At the top, there is a navigation bar with the SCOPAY logo and links for 'VIEW PRODUCTS', 'PARENTS' EVENING', and 'HELP'. On the right side of the top bar, there are links for 'BASKET', 'ALERTS', 'YOUR INFO', and 'LOGOUT'. Below the navigation bar, the school's name 'Ravenor Primary School' is centered. The main content area is divided into two sections: 'ACCOUNT BALANCES' and 'Trips/events to pay'. Under 'ACCOUNT BALANCES', there is a sub-section for 'Lunch Money - Chartwells' with a balance of £0.20 and a 'MAKE PAYMENT' button. Below this is a 'VIEW HISTORY' button. The 'Trips/events to pay' section shows a balance of £0.05 for 'Chartwells Test Payment'. At the bottom of the page, there is a row of payment logos including Worldpay, Visa, V Pay, Mastercard, Maestro, JCB, and Apple Pay.



- Select "Lunch Money - Chartwells" by clicking on "Make Payment"
- Add the amount desired and click "Add to Basket"



- Go to your basket by clicking on "Basket" at the top of the screen



- Click "Check Out" and enter payment and contact information



← → ↻ 🏠 🔒 https://www.scopay.com/cart.html ☆ ☆ 🗄 ⋮

**SCOPAY** VIEW PRODUCTS PARENTS' EVENING HELP **BASKET** ALERTS 0 YOUR INFO LOGOUT

Ravenor Primary School

### YOUR BASKET

PAYMENT PROCESSOR: WORLDPAY

Qty.	Name	For	Total
1	Lunch Money - Chartwells	Mr Smith	£1.00
Subtotal:			£1.00

[EDIT](#) [DELETE](#)

**TOTAL**  
£1.00

[CHECKOUT](#)

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- Click on "Process Payment"

**SCOPAY** VIEW PRODUCTS PARENTS' EVENING HELP **BASKET** ALERTS 0 YOUR INFO LOGOUT

Ravenor Primary School

### CHECKOUT: ENTER PAYMENT AND CONTACT INFORMATION

Please confirm your address for payment. This address must be the same as your billing address for your credit/debit card.

SBM SBM

Tick here to save your details for next time:

[PROCESS PAYMENT](#)

ITEMS		
For	Quantity	Amount
Lunch Money - Chartwells	1	£1.00
Subtotal		£1.00

- Select payment card (Visa, MasterCard, etc)

**WorldPay**

Help FAQs Security

### Secure Payment Page

Please review your purchase details, then select a payment method to continue.

**Select language** English

**Chartwells - South Wirral High**  
Description: Purchases at Ravenor Primary School (ref 307/2121)  
Amount: £0.05

**Select your payment method**

[Cancel](#)

payments powered by **WorldPay** For help with your payment visit the: [WorldPay Help](#).

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- Enter debit or credit card details and proceed to complete the payment

**WorldPay**  
Help FAQs Security

**Secure Payment Page**

Select language: English

Chartwells - South Wirral High  
Payment method: Visa  
Description: Purchases at Ravenor Primary School (ref 307/2121)  
Amount: £0.05

**Card details**

\* Indicates a required field

\* Card number: 123456789101112

Security Code: [ ]

\* Expiry date: -- / --

\* Cardholder's name: [ ]

**Cardholder validation**

Please complete this challenge to prove you are a real person:

I'm not a robot

reCAPTCHA  
Privacy - Terms

Start again    Make payment    Cancel

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- A confirmation page will confirm whether the payment was successful. If so, click "Continue" and you will be taken to SCOPAY's receipt and transaction details.

**WorldPay**  
Help FAQs Security

**Thank you.**

Thank you, your payment was successful.  
Merchant's reference: **162329: 1139543**  
WorldPay Transaction ID: **16258535312**

Please click the button below to return to the scopay.com website. This is essential to complete your transaction so please do not cancel or close your web browser.

[Continue](#)

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We are hoping that this system will support parents and guardians, especially as it is not possible to have access to the school building and for parents who are working.

Please contact the school office if you have any questions. It would be advisable to set up your online school meal payment before the 16<sup>th</sup> November.

Your sincerely,

Mrs. L Lobo  
Head Teacher

