

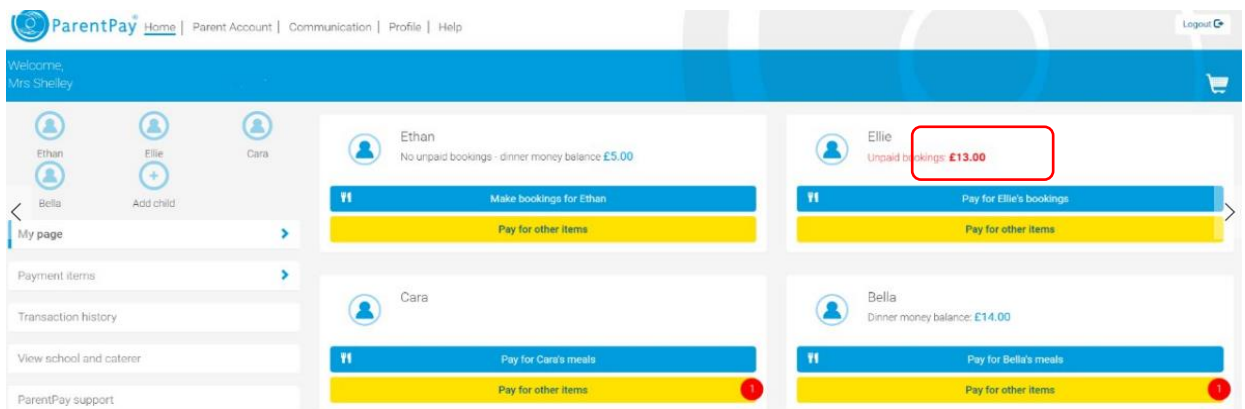
## Meal pre-ordering schools: Debt balances

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 [www.parentpay.com](http://www.parentpay.com) and log in to your account.
2. For a child with an unpaid bookings debt, select **Pay for (child's name) bookings**



3. 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

Payment item for booked meals

[more...](#)

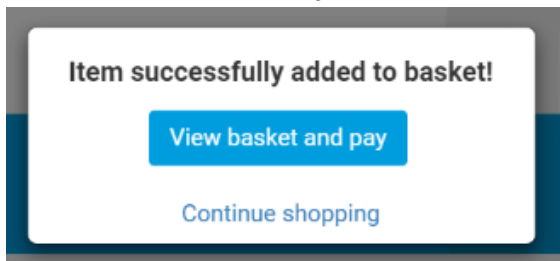
**Cost of unpaid bookings: £13.00**

**Add notes**

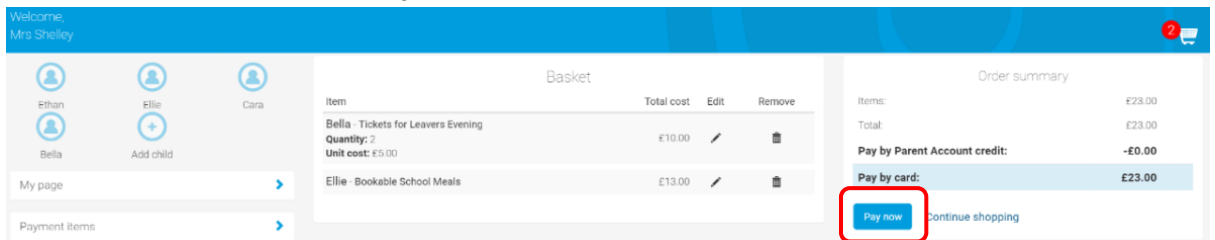
Add notes here

[Pay by Parent Account](#) [What is this?](#)  
[Make bookings](#) [Add to basket](#) [Cancel](#)

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




- Review the cost, and select **Pay now**.




- 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**




 Secure checkout

### Select your payment card

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

Type	Nickname	Card number	Cardholder name	Select
 VISA	Shelley Debit Card	x0211	D Shelley	<input checked="" type="radio"/>

Security code



[Get help with this?](#)

**Review payment**

**Edit card / Use different 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.