



GUIDE FOR PARENTS

SETTING UP MONTHLY BILLING ON SCOPAY

This Guide provides help with the following

To set up and cancel Monthly Billing for:

- Account balances – dinner, cafeteria and clubs
- Trip balances

Other Guides for Parents

All parents:

How to **Manage your SCOPAY Account**

How to **Make Payments**

How to **Complete Forms**

How to **Set Up Alerts**

Parents should check with their school to see which of the following options are available to you:

How to **Order Dinners**

How to **Book Clubs**

How to **Book Trips**

How to **Book Parents' Evening Appointments**

You might see slight variations to the SCOPAY layout depending on the type and size of screen display you are using.



HOW DO I SET UP A MONTHLY BILLING PAYMENT PLAN?

Step 1

Go to the www.scopay.com website and login with your email address and password

Please note: you cannot set up a payment plan on the SCOPAY app



LOGIN

Email Address

Password

LOGIN

Step 2

If you currently have outstanding balances, SCOBOT may appear on your screen when you log in.

Select **Set up monthly billing**



Alternatively, you can select **MONTHLY BILLING** from the top of the screen



[VIEW PRODUCTS](#)

[PARENTS' EVENING](#)

[MONTHLY BILLING](#)

MARC ACKROYD ▾

Tucasi School 12



Hi Karen, can I help you set up Monthly Billing to automatically clear your overdue balance?

YES PLEASE

Step 3

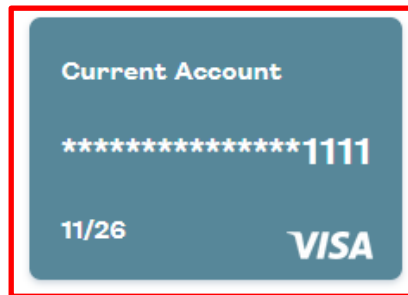
Choose the **DAY OF MONTH** you would like payments to be collected

Select '31' if you would like payment collected on the final day of every month

DAY OF MONTH



PAYMENT CARD



I can't see my card

Step 4

Select the **PAYMENT CARD** you would like to use for the payment plan

To add a new payment card, make an online payment and save the card details at checkout

ACCOUNT BALANCES



Clear all outstanding dinner, cafeteria, and club balances. Will not include balances that are usually paid with Childcare Vouchers.

TRIP BALANCES



Trip costs will be spread out over the months before they are due, and will not include trips that are paid with pupil premium.

SAVE

Step 5

Select **ACCOUNT BALANCES** and/or **TRIP BALANCES**

Step 6

Select **SAVE**

WILL I GET REMINDED WHEN PAYMENTS ARE DUE?

The day before a payment is collected, you will receive an email reminder to the email address you use to log in to your SCOPAY account.

Dear Parent

As per your Monthly Billing agreement, we will be collecting a payment of £12.34 tomorrow

- Cafeteria account (Pupil Name) - £2.00
- Zoo trip (Pupil Name) - £10.34

Please note, the final amount could differ if your balance changes before the payment is taken.

If you wish to update your Monthly Billing agreement, click [here](#) and select the Monthly Billing option in the menu.

If you have any queries regarding this email, or difficulty in making the payment, please contact the school for guidance.

Best wishes,
The SCOPAY team
scopay.com



WHAT HAPPENS IF I DON'T HAVE THE FUNDS IN MY ACCOUNT?

We will send you an email to let you know the payment was unsuccessful. The payment collection will be retried 5 times over 5 days.

Dear Parent

Uh-oh ! Unfortunately, we couldn't collect your Monthly Billing payment today. Don't worry, we will try again shortly.

Please ensure the chosen account has sufficient funds to cover the payment amounts notified yesterday.

You can check this balance and update your Monthly Billing details on [SCOPAY](#).

For further guidance, please contact Your School.

Best wishes,
The SCOPAY team
scopay.com



WHAT HAPPENS IF THE PAYMENT IS STILL UNSUCCESSFUL AFTER 5 ATTEMPTS?

If the payment still has not been collected after 5 attempts over 5 days, then the payment plan will be cancelled. You will receive an email to let you know it has been cancelled and the school will too.

Dear Parent

Hopefully you saw our previous emails regarding your Monthly Billing payment. Unfortunately, we have now been unable to collect payment on 5 attempts, between 16-03-2023 – 21-03-2023, so we have had to cancel your Monthly Billing agreement.

Why did my payment fail?

There are several reasons a payment could fail, including incorrect or expired card details, insufficient funds, or your bank rejecting the payment request. You can review your saved card details on SCOPAY, and may wish to check your account balance or speak to your bank for more information.

What should I do now?

Please arrange to manually clear the balances which would normally be paid via Monthly Billing, you will find these listed below. You can pay by card on SCOPAY or contact Your School to discuss alternative payment methods.

- Zoo Trip (Marc Ackroyd) – £30.00

As your agreement is now cancelled, future balances will not be paid automatically. You can set up a new Monthly Billing agreement on [SCOPAY](#) at any time.

For further guidance, please contact Your School.

Best wishes,
The SCOPAY team
[scopay.com](#)



HOW DO I CANCEL A PAYMENT PLAN?

You can cancel a monthly billing payment plan at any time from your SCOPAY.com account. Please note this cannot be done from within the SCOPAY app. Please visit www.scopay.com on a web browser.

Step 1
Select **MONTHLY BILLING** from the top of your SCOPAY.com account



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MONTHLY BILLING

SELECT SCHOOL

Production Test School

DAY OF MONTH

< 1 >

ACCOUNT BALANCES



TRIP BALANCES



Save

Cancel

Step 2
Select **CANCEL**

CONFIRM CANCEL

Are you sure you want to cancel monthly billing for this school?

Yes

No

Step 3
Select **YES**

The school will receive an email to let them know your payment plan has been cancelled.

❗ If you need help with SCOPAY or for further enquiries, please contact the School Office at your child's school.