

**What is WisePay?**

WisePay is a secure online payment service that allows parents and guardians to make payments to the Academy using a debit or credit card. Payments can be made for trips, enrichment activities, tickets for productions and to credit students' lunch accounts operated by Independent Catering.

**What are the advantages of using WisePay?**

Card payments to the Academy can be made conveniently from home, office, or anywhere that has an internet connection at any time. You do not have to wait until the Academy is open and you do not have to write cheques or find cash. Payments can be made using all well-known credit or debit cards.

Your Wise Account allows you to see your balances at any time which may be particularly useful if you are paying for a trip by instalments or to check the balance on your child's lunch account.

**What happens to my money?**

All money that you pay goes directly and immediately to either the Academy's or Independent Catering's bank account. WisePay does not take or hold any money at all.

**Is WisePay easy to use?**

WisePay is extremely easy to use with simple instructions.

**Is my payment and the payment site secure?**

Yes. All pages viewed on WisePay are encrypted using a Secure Socket Layer (SSL) session. Neither WisePay nor the Academy can see or have access to any of your card details. Your card details are never stored by WisePay.

**How does my school know I have paid?**

The finance department can access reports which show which student the payment is for, how much has been paid and the item(s) that you have paid for.

**Will I get a receipt for my payment?**

Yes, you will automatically receive a receipt directly to your email address for every payment that you make.

**How do I view my transactions?**

Once logged in to your account, you can access your "Wise Account" by clicking the tab on the top right of the screen. Here you can see your transaction history, view lunch account balances and change some of your account details, such as email address or telephone number. You can also change your password from here.

**How are lunch account balances updated?**

The Academy catering is provided by Independent Catering and WisePay automatically links to their tills. When you make an online payment for lunches using WisePay, the funds will be available to spend immediately. Details of purchases and top-ups are updated using data from the tills at the end of each day and will then be available to view online.

**Do I need a separate account for each child at the Academy?**

If you have more than one child attending the Academy, you can merge their accounts to make it easier for you to make multiple payments by clicking on the "My Merged Accounts" tab on the home page. Please log onto the younger sibling's account to ensure the merge works correctly.

**How do I access WisePay?**

Click on the WisePay link on the Academy Website <http://www.saa.woodard.co.uk/>. You will be provided with a user name and password. The user name is initially your child's name, however when you log on, this will be updated to the email address used to access the account.

Alternatively download the WisePay app using the organisation code 33947445.

**Who do I contact if I have any further questions?**

Please contact the Academy with any queries by email [e-payments@saa.woodard.co.uk](mailto:e-payments@saa.woodard.co.uk)