



# ST ALOYSIUS' COLLEGE

## **Bus Service Guide: Tracking your balance, monitoring usage and activating alerts**

You can now use your Parent Pay account to track the number of journeys you have left on your bus booking and receive automatic reminders when your booking is about to expire.

When you make a booking on the College bus service, you purchase a specific number of journeys through your payment in Step 1 of the Booking Procedure. These journeys can only be used on the dates which you then specify in Step 4 of the Booking Procedure.

We would encourage you to make use of the tracking function to ensure that your bookings are always up to date so that the driver always knows your child is expected to travel.

### ***Tracking your balance***

When you log in to your Parent Pay account, you will now see the balance remaining in your bus bookings quoted against the payment item 'School Bus Service' in the same way it does for your child's Refectory Card. This balance will be updated daily by the College uploading to Parent Pay a register of all pupils pre-booked to use the bus service that morning.

To check which days have been charged to your account, go to the '*I Want To...*' menu on the left-hand side and then click on '*View transaction history*' > '*Account statements*', and select the payment item, 'School Bus Service', and the month you wish to enquire about from the account drop-down list.

### ***Automated alerts***

You now also have the option to have Parent Pay automatically send you an Email or Text message when the amount of credit remaining in your School Bus Service account falls below a certain level to remind you that a further booking should be made. Activation of this service works in exactly the same way as the Low-Balance Alerts for Refectory Cards.

To activate Automatic Alerts, go to the '*I Want To...*' menu on the left-hand side and click '*View / edit profile*' then '*Alert settings*'. From here you can click on the '*Register your emails and mobile phones*' hyperlink to check which email addresses and mobile numbers the alerts will be sent to.

If you are happy with these details, return to the '*Alert settings*' screen, scroll down to the '*Balance Alerts*' area and locate the School Bus payment item. Tick the boxes for Email / Text to confirm the type of alert you wish to receive, and then enter the value which you'd like to have trigger the alert in the '*Threshold*' field.

Text alerts cost 6p per message and can only be sent if you have bought an SMS Text Alert bundle in Parent Pay. Email alerts are free of charge.