

# Paying by phone at your Book Fair

Payment at the Book Fair has never been easier with our Phone Payment service, allowing parents to pay for individual purchases using a debit/credit card over our secure payment telephone line,

**0330 088 5756**



## Get started in 5 easy steps

- 1.** Make sure parents are aware of your School ID, as they will need this to hand in order to pay. Include it in any emails, newsletters and social media posts you send out about your Book Fair.
- 2.** Send out a digital or printed copy of the parent order form. Parents can use this to browse the range and to make a note of their selections and transaction code after they have made their purchase.  
The parent order form can be found at **[TRAVELLINGBOOKS.CO.UK/FREE-RESOURCES](http://TRAVELLINGBOOKS.CO.UK/FREE-RESOURCES)**
- 3.** Parents call our secure telephone line with their card details, the School ID number and the amount they wish to pay. Once payment is completed, parents should return the final page of the parent order form to the Book Fair Organiser.
- 4.** Book Fair Organisers should record parent purchases using the Phone Payment Record, which can be downloaded at **[TRAVELLINGBOOKS.CO.UK/PHONE-PAYMENT](http://TRAVELLINGBOOKS.CO.UK/PHONE-PAYMENT)**
- 5.** At the end of the Book Fair, add the total amount of purchases made via Phone Payment to your online cash report form and send a printed copy, along with your completed Phone Payment Record, back to us.

## Frequently asked questions

### WHAT IS MY SCHOOL ID?

Your School ID is the same as your Customer ID. This should be on all correspondence we have sent to you.

### CAN PARENTS ORDER THEIR BOOKS THROUGH PHONE PAY?

No, it is an automated payment service only. If parents would like to order additional copies of any of the books on your range, please send your complete school order to **[ENQUIRIES@TRAVELLINGBOOKS.CO.UK](mailto:ENQUIRIES@TRAVELLINGBOOKS.CO.UK)** by 1pm the day before your Fair is due to be collected.

### HOW DO PARENTS LET ME KNOW WHAT THEY HAVE PAID FOR?

Parents can communicate through email, phone or via their children. Ensure you have their name, transaction code and the amount they have paid for your records.

### HOW DO I KNOW IF THE PARENTS HAVE PAID?

The transaction code parents receive will begin with TP. This indicates they have paid using the secure Phone Pay system.

### HOW DO I GIVE THE BOOKS TO THE PARENTS?

You can take orders directly from your Book Fair cases.