

20 June 2016

Dear Parents

## Re: Online Payments

From 1 July 2016, it will be possible for parents to make online payments to the school via a secure payment page hosted by Westpac. Payments can be made using either a Visa or MasterCard credit or debit card. The payment page is accessed from the front page of the schools website by selecting **\$ Make a payment.**

Items that can be paid include voluntary school contributions, subject contributions, excursions and sales to students. There is also a category called "Other" to cover items not covered in the listed headings. "Other" can also be used to make a complete payment of a school invoice.

When you access the **\$ Make a payment** you must enter:

- either
- the students name **and** class **and** reference number, which may be found on the event information letter (preferable)
- or
- the students name **and** date of birth.

These details are entered each time you make a payment as student information is not held within the payment system. There is also the option to enter the Student Registration Number and invoice number, but please leave these blank as they are currently not used at our school.

This is a secure payment system, hosted by Westpac, to ensure that your credit/debit card details are captured in a secure manner. These details are not passed back to the school.

You have the ability to check and change any details of the payment before the payment is processed. You will also be able to select whether to have your receipt emailed or print it yourself.

Details of the payments are passed daily to the school where they will be receipted against your child's account. As a receipt has been issued from the payment page a further receipt will not be issued by the school.

Please note that payments need to be made by 6:00pm for them to be received by the school the next day. Also, payments made after 6:00pm on a Friday are not received by the school until the following Tuesday. This is important to remember when meeting excursion and activity deadlines.

For any enquiries regarding the online payment process please contact the school office (phone 6777 2777).

Mark Hall  
Principal

## FREQUENTLY ASKED QUESTIONS

### 1. Why do I need to enter Date of Birth?

In some schools there are students with the same name in the same class or year. The date of birth assists the school in distinguishing which student the payment relates to.

Note: date of birth is not required if class or year AND an invoice number are entered for a student. Some schools choose to issue invoices, others do not. (Walcha Central doesn't use invoices at the moment).

### 2. Why do I have to enter the student's details each time I make a payment, isn't it stored in the system?

When you make a payment you are in a secure Westpac website, for privacy and security of data no student details are maintained within the Westpac site. You must enter the details with each payment.

### 3. The screen keeps displaying the data I have just completed, it is not moving on?

Scroll through the whole screen, any errors will be shown in RED, you cannot progress until you resolve the error.

### 4. The screen on my mobile phone is different to the screen on my computer, why

The screens on mobile phones and tablets are designated as mobile friendly and are easier to use.

### 5. I don't know the student registration number, what is it?

The student registration number is **optional**, if the school issues invoices the number may appear on the invoice. Some schools use this on advice to parents, but not all schools. (At Walcha Central, please do not choose this option yet)

### 6. What is the Ref or Invoice number, I don't know it?

The ref or invoice number is **optional**. Some schools use this on advice to parents, but not all schools. (At Walcha Central, please refer to the information letter for a reference)

### 7. Why can't I deposit directly to the school's bank account?

A direct deposit does not give the school any detail as to what you are paying for. The description space varies from bank to bank and is limited so the students name and class may not fit. Schools can have students with the same name and it is difficult to distinguish which student the payment relates to.

**8. Why can't I use BPay?**

BPay only allows a total amount to be paid, payers are not able to select particular items to pay.

**9. Does the school see my credit card details?**

The credit card details are masked on any reports to the school. e.g. 411111xxxxx4111

**10. Can I use a debit card or PayPal for payments?**

Payments can only be made using Visa or MasterCard credit or debit cards. American Express, Diners Club or EFTPoS cards are not accepted. PayPal is not a payment option using this process.

If a payer only has an *EFTPoS debit card* then cash or cheque payments (at the school office) are alternate methods of payment.

**11. I have made a payment in error, how can I cancel it?**

Contact the school and request that they cancel the transaction. This can be the same day that the transaction was processed or at a later date.

**12. I haven't used online payments before, is it difficult?**

The payment process has been developed to be very user friendly. It follows the format of many other online payment screens that you may have used.

**13. Can I pay for multiple students?**

When paying for more than one student the "*Make Another Payment*" option should be selected on the Online Payment Receipt screen.

There is no option to add multiple students to a single payment as the details on the initial screen relate to one particular student only.

You can still make payments in the usual manner i.e. at the school office using cash and cheque.

**14. I am having difficulties using online payments with my Mac**

Try updating your browser to the latest version.

**15. My session has timed out**

If you are delayed making a payment you will be logged out and will need to recommence the process.