Using Westpac QuickWeb

Parents Online Payments
Parent/Carer Instructions

May 2013

CONTENTS

HOW DO I ACCESS QUICKWEB?

A *$ Make a payment* link will be placed on the front page of the school's Website. By selecting the *$ Make a payment* link you will be taken to a secure Westpac QuickWeb payment page. You will no longer be in the school's website.

There are no passwords or PINs to remember.

The payment process is intuitive and follows the format of many other online payments that you may use every day.

HOW DO I MAKE A PAYMENT?

From the initial Westpac QuickWeb page payers will complete the necessary details, some of which are mandatory (**marked with an ***), before confirming the payment details and completing the payment. A receipt can be printed from the payment page and/or be emailed to the payer.

The Westpac QuickWeb payment screens are:

1. Entering payment details
2. Entering credit card details
3. Confirmation of payment details and
4. Online Payment Receipt.

1. Entering payment details

The first Payment Details screen captures the student and payment details. This is in order for the payer and the school to identify the student that the payment applies to and what the payment is for. *This is critical to ensure that the right student is credited for the right items.*

Where Class or Year **AND** Invoice number are entered, Date of Birth is not required.
If only Class or Year **OR** Invoice number is entered a Date of Birth is required.

The payment details should come from the school invoice or listing that the school issues. There can be more than one payment line for all items except voluntary school contributions, the items are.

- Voluntary school contributions (1 payment line), use this for general contributions or donations;

- Subject contributions (up to 10 payment lines), use this for contributions for specific subjects e.g. Visual Arts, Industrial Technology, etc;

- Excursions (up to 5 payment lines), use this for specific excursions e.g. Zoo; Opera House, etc.;

- Sport (up to 5 payment lines), use this for any sporting activities e.g. carnivals and weekly sport activities, etc.;

- Creative & Practical Arts (up to 5 payment lines), use this for drama, dance, craft levies, etc.;

- Sales to Students (up to 5 payment line) use this for anything purchased by a student that becomes the property of the student;

- Other (up to 5 payment lines) this may be used for paying total amounts owed by a student e.g. complete student invoice/statement of account.

<u>IF YOU ARE UNSURE OF WHICH BOX TO CHOOSE PLEASE CONTACT THE SCHOOL AND ASK FOR CLARIFICATION.</u>

When any option is chosen by selecting the tick box, it is mandatory to include both a payment description and payment amount. **Deselect an option by checking the tick box again.**

FREQUENTLY ASKED QUESTIONS

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.

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.

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.

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.

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.

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

A direct deposit does not give the school any detail as to <u>what</u> 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.

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.

I don't want the school to see my credit card details

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

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 the schools EFTPoS terminal, cash or cheque are alternate methods of payment.

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.

If I select $ Make a payment on the school's website and the screen does not change who should I contact?

Contact the school office and request to speak to the School Administration Manager.

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.

The following pages show the screens you will see as you progress through the payments process with explanations of what to enter. Samples of emails and receipts are shown for your information.

Payment Details

Fields marked with an asterisk (★) are mandatory.
The process for making a payment is as follows:
1. Fill out all the required fields on this page.
2. Fill out credit card payment details on the next page.
3. Review and confirm your payment details on the confirmation page.
4. Review your payment receipt and optionally print it, or send it as an email.

Student Details

Student Registration Number

If this 9 digit number is on the Statement

issued by the school it will be to the left

of the student's name.

| 234516789 |

★**Given Name** | Bradley |

★**Surname** | Hood |

Class or Year | 7R2 |

Ref. or Invoice Number

This number may be on the top of the

invoice or statement issued by the

school. It may have the heading Ref:

| |

★**Date of Birth (dd/mm/yyyy)**

e.g. 31/01/1980. | 23/02/2000 |

Required if only one of 'Class or Year' or

'Invoice Number' are filled.

Payer Details

★**Full Name** | Jacquelene Hood |

★**Contact Phone Number**

e.g. 0249512345 or (02)49512345 | 0292669999 |

★**Contact Email Address** | jacquelene.hood@det.nsw.edu |

Payment Options

Please select which items you would like to make a payment or donation for:

☐ **Voluntary School Contributions**

☑ **Subject Contributions**

★**Payment Description 1** | Visual Arts |

★**Payment Amount 1** $ | 15.00 |

★**Payment Description 2** | Industrial Technology |

★**Payment Amount 2** $ | 20.00 |

Add Payment   **Remove Payment**

☐ **Excursions**

☐ **Sport**

☐ **Creative and Practical Arts**

☐ **Sales to Students**

☐ **Other**

Total Payment Amount $ | 35.00 |

Click **Next** to proceed to the payment page where you can enter credit card details for your payment.

Cancel   **Next**

2. Entering payment card details.

The payer enters Visa or MasterCard **credit or debit** cards details.

Payment via American Express, Diners Club, EFTPoS or PayPal cannot be used.

Payment Details

Fields marked with an asterisk (★) are mandatory.

You are paying to:	Abbotsford Public School
Payment Amount:	$35.00 AUD
★ Card Holder Name:	
★ Credit Card Number:	[VISA MasterCard]
★ Card Expiry Month:	01
★ Card Expiry Year:	2012
★ Card Verification Number (CVN):	What's this?

Click **Next** to proceed to the confirmation page where you can review your payment details.

Back   Cancel   Next

When the details are completed select *Next* to move to the Confirm Payment Details screen. Choose *Back* go to the previous screen to view or amend details.

3. Confirm payment data entered

This page displays the information that has been entered. By selecting *Modify Payment Details* the student or payment details can be modified. The credit card details can be changed by selecting *Modify Credit Card Details*.

If the information is correct enter the Captcha Verification Code and select *Make Payment* , and wait while the payment is processed.

Confirm Payment Details

Please confirm your payment details.

You are paying to: Abbotsford Public School

Student Details

Student Registration Number	234516789
Given Name	Bradley
Surname	Hood
Class or Year	7R2
Invoice number	Not provided.
Date of birth	23/02/2000

Modify Payment Details

Payer Details

Full Name	Jacquelene Hood
Contact Phone Number	0292669999
Contact Email Address	jacquelene.hood@det.nsw.edu.au

Payer Details

Full Name	Jacquelene Hood
Contact Phone Number	0292669999
Contact Email Address	jacquelene.hood@det.nsw.edu.au

Payment Summary

Subject Contributions	Visual Arts	$15.00 AUD
	Industrial technology	$20.00 AUD
Total Payment Amount		$35.00 AUD
Card Holder Name	Jacquelene Hood	
Credit Card Number	411111xxxxxx111	
Expiry Date	01 / 2016	

Captcha Verification Code:

Unclear? Generate a new Captcha Verification Code

Enter Captcha Verification Code here:

Use **Modify Payment Details** or **Modify Credit Card Details** to move to the previous screens. When you are ready to make your payment, click **Make Payment** below.

Modify Credit Card Details   **Cancel**   **Make Payment**

4. Receipt

The Online Payment Receipt is displayed indicating that the payment was successful.

Online Payment Receipt

Your payment was **successful**. Please retain the receipt number for your records.

Receipt Number:	**1003634601**
Date:	19 Sep 2012 11:22
You have paid to:	Abbotsford Public School

Student Details

Student Registration Number	234516789
Given Name	Bradley
Surname	Hood
Class or Year	7R2
Invoice number	Not provided.
Date of birth	23/02/2000

Payer Details

Full Name	Jacquelene Hood
Contact Phone Number	0292669999
Contact Email Address	jacquelene.hood@det.nsw.edu.au

Payment Summary

Subject Contributions	Visual Arts	$15.00 AUD
	Industrial technology	$20.00 AUD
Total Payment Amount:		$35.00 AUD
Card Holder Name:	Jacquelene Hood	
Credit Card Number:	411111...111	
Expiry Date:	01 / 16	

Send receipt email to: jacquelene.hood@det.nsw.edu   [Send]

[Make Another Payment]   [Close]   **Print**

The receipt number can be recorded and/or the Online Payment Receipt can be printed by selecting *Print*.

The receipt can be emailed to the address as shown, or the email address can be edited, if no changes are required select *Send*. When *Send* is selected an acknowledgement that the receipt has been emailed will be displayed next to the email address.

There are two other options, either *Make Another Payment* or *Close*.

Make Another Payment is used to make payments for another student.

EXAMPLE OF A PARENT/CARER EMAIL

If an email receipt is requested the parent/carer will receive an email **with a PDF attachment of the receipt,** this is an example of the email and the printed pdf attachment.

```
Dear Sir/Madam

Please retain the following information as confirmation that your payment has been
received and processed successfully by Abbotsford Public School.

Receipt Number: 1003634601
Date: 19 Sep 2012 11:22

You have paid to: Abbotsford Public School

Total Payment Amount: $35.00 AUD

Card Holder Name: Jacquelene Hood
Credit Card Number: 411111...111
Expiry Date: 01/16


Regards,
Abbotsford Public School
```

Online Payment Receipt

Dear Sir/Madam

Please retain the following information as confirmation that your payment has been received and processed successfully by Abbotsford Public School.

Receipt Number:	1003634601
Date:	19 Sep 2012 11:22
You have paid to:	Abbotsford Public School

STUDENT DETAILS

Student Registration Number:	None provided
Student Name:	Bradley Hood
Class or Year:	7R2
Ref. or Invoice Number:	None provided
Date of Birth:	23/02/2000

PAYER DETAILS

Full Name:	Jacquelene Hood
Contact Phone Number:	0292669999
Contact Email Address:	jacquelene.hood@det.nsw.edu.au

PAYMENT SUMMARY

Payment Option	Payment Description	Payment Amount
Subject Contributions	Visual Arts	$15.00 AUD
Subject Contributions	Industrial technology	$20.00 AUD
	Payment amount	$35.00 AUD

Card holder	Jacquelene Hood
Credit card number	411111...111
Expiry date (mm/yy)	01 / 16

PAYING FOR MULTIPLE STUDENTS

When paying for more than one students 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, cheque, and some schools accept EFTPOS.

SESSION TIMED OUT

If you are delayed in making a payment you will be logged out of the session and the following screen will be displayed:

You will need to recommence the process from the beginning.