

## Air Balloon Hill Online Payments FAQ

### **What is Schools Cash Office?**

Schools cash office is an online payments system that allows staff, parents and guardians to make payments for items, such as dinners, music lessons and trips, online.

### **Why has an online payments system been introduced?**

We've introduced this system to make it easier for people to pay for items and to decrease the amount of cash handling that takes place in the school. We hope that over time, as more people use the system and less cash goes through the office, that the admin team will have more time to carry out other important tasks.

### **Will I be charged for using this system?**

No, there are no costs to you for using the system.

### **Which payment methods can you accept?**

Currently we accept Visa, Mastercard, Maestro, JCB and Solo (payment methods will be displayed at the bottom of the page once you've logged in).

### **Is the site secure?**

Yes, the site is secure and all payments are processed by WorldPay, who provide a secure and reliable online payment gateway.

### **I'm having problems setting up my account or making a payment, who should I contact?**

Should you have any problems using the online payment system please contact a member of the Rachel Bowyer and she will do her best to help you. You can obtain further help from Tucasi's customer support team if necessary.

### **More than 1 person pays for my child's items (i.e. my child's grandparents pay for music lessons), can my child be linked to more than 1 account so they can pay these charges themselves?**

Yes, it is possible for your child to be linked to another account. If you need another user to set up an account which is linked to your child please contact the school office. Prior to this taking place though you need to have set up your account and linked your child. Once this has been done we can create a new link code for your child.

### **Do I have to pay the full balance of all the items showing on the items screen?**

Sometimes. You choose what items you would like to pay for and how much you would like to pay. Some of the items do have a minimum amount payable, i.e. School Dinners. Likewise with i.e. trips, camp and music lessons, you can opt to pay for these in full or pay in instalments, but there will often be a minimum amount payable (this will help us to keep our transaction costs down).

### **How do I select and pay for items?**

Full instructions on how to make a purchase and go through the checkout process are given in our user instruction manual (sections 3-5). You can obtain a copy of this document from the school office or a copy can be downloaded from our website. Please take care when paying for items to ensure you fully complete the transaction, after you have been told your payment was successful you still need to click on the confirm button to fully complete the transaction.

### **What if I need my payment refunded?**

A member of the schools admin team can refund your payment or can transfer it over to another

item.

**Will my cash and cheque payments be recorded on this system?**

Yes, if you've made a cash or cheque payment this will be recorded on the system by the office and recorded on your account. Once the office have processed the transaction the amount due for the item(s) will be updated accordingly. You can also see these payments on your order history (click on Your Account and then Order History).

**Why are my child's music lessons included in the section called trips?**

Unfortunately this is terminology set by the system provider which we are unable to change and actually includes trips, camp, music lessons and other ad hoc items.

**Can I change my personal details online?**

No, it's important that you continue to tell the school office of any changes to personal details, such as new telephone numbers and change of addresses.

**Other useful things to note:**

- Click on the item type (green writing) to see more details about the item or event, including the total amount due, any payments made, details of the payment schedule (if applicable) and other information that the school wants to let you know about the item.
- Clicking on 'View History' will give you the history of payments made for that item.
- 'Total Owing' is the original amount of the item less the payments made to date – the amount currently owed.
- The online system manually updates with the school system every evening (at about 7pm) so new items added by the school that day won't show until then.
- Remember to add items to your basket by clicking on the 'add to basket' button (situated above the enter payment amount purple box).
- View contents of your basket in the top right hand section of the screen.
- Account balances for all items allocated to you are shown below your basket. This will include up to date dinner money balances.
- Change your log in by selecting 'Your Account' and then 'Login Details'.