Using Westpac QuickWeb

Parents Online Payments

Parent/Carer Instructions

May 2013
CONTENTS

HOW DO I ACCESS QUICKWEB? ................................................................. 1

HOW DO I MAKE A PAYMENT? .............................................................. 1
  1. Entering payment details ...................................................................... 1

FREQUENTLY ASKED QUESTIONS ........................................................ 2
  2. Entering payment card details.............................................................. 5
  3. Confirm payment data entered............................................................. 6
  4. Receipt ............................................................................................... 7

EXAMPLE OF A PARENT/CARER EMAIL ........................................... 8

PAYING FOR MULTIPLE STUDENTS .................................................. 9

SESSION TIMED OUT ........................................................................... 9
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.

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

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 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.

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 school’s 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.

* 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
  Jacqueline Hood

* Contact Phone Number
e.g. 044512345 or (02)43512345
  0252663333

* Contact Email Address
  jacqueline.hood@det.nsw.edu

Payment Options

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

- [ ] Voluntary School Contributions
- [x] Subject Contributions

* Payment Description 1
  Visual Arts
  $15.00

* Payment Description 2
  Industrial Technology
  $20.00

[Add Payment] [Remove Payment] [Cancel] [Next]

Total Payment Amount
$35.00

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

![Next Button](#) ![Back Button](#) ![Cancel Button](#)

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: Jacqueline Hood

Contact Phone Number: 0292660999

Contact Email Address: Jacqueline.hood@det.nsw.edu.au

**Payer Details**

Full Name: Jacqueline Hood

Contact Phone Number: 0292669399

Contact Email Address: Jacqueline.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: Jacqueline Hood

Credit Card Number: 4111111111111111

Expiry Date: 01/2018

Captcha Verification Code: ![p2ydy]

Enter Captcha Verification Code here: 

Unclear? [Generate a new Captcha Verification Code](#)

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.
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.

<table>
<thead>
<tr>
<th>Receipt Number:</th>
<th>1003634601</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date:</td>
<td>19 Sep 2012 11:22</td>
</tr>
<tr>
<td>You have paid to:</td>
<td>Abbotsford Public School</td>
</tr>
</tbody>
</table>

Student Details

<table>
<thead>
<tr>
<th>Student Registration Number</th>
<th>234516789</th>
</tr>
</thead>
<tbody>
<tr>
<td>Given Name</td>
<td>Bradley</td>
</tr>
<tr>
<td>Surname</td>
<td>Hood</td>
</tr>
<tr>
<td>Class or Year</td>
<td>7R2</td>
</tr>
<tr>
<td>Invoice number</td>
<td>Not provided.</td>
</tr>
<tr>
<td>Date of birth</td>
<td>23/02/2000</td>
</tr>
</tbody>
</table>

Payer Details

<table>
<thead>
<tr>
<th>Full Name</th>
<th>Jacqueline Hood</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact Phone Number</td>
<td>0292669999</td>
</tr>
<tr>
<td>Contact Email Address</td>
<td><a href="mailto:jacqueline.hood@det.nsw.edu.au">jacqueline.hood@det.nsw.edu.au</a></td>
</tr>
</tbody>
</table>

Payment Summary

<table>
<thead>
<tr>
<th>Subject Contributions</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visual Arts</td>
<td>$15.00 AUD</td>
</tr>
<tr>
<td>Industrial technology</td>
<td>$20.00 AUD</td>
</tr>
</tbody>
</table>

Total Payment Amount: $35.00 AUD

Card Holder Name: Jacqueline Hood
Credit Card Number: 4111111111111111
Expiry Date: 01/16

Send receipt email to: jacqueline.hood@det.nsw.edu.au

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

<table>
<thead>
<tr>
<th>Online Payment Receipt</th>
</tr>
</thead>
<tbody>
<tr>
<td>Receipt Number: 1003634601</td>
</tr>
<tr>
<td>Date: 19 Sep 2012 11:22</td>
</tr>
<tr>
<td>You have paid to: Abbotsford Public School</td>
</tr>
</tbody>
</table>

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: 0292659999
- Contact Email Address: jacquelene.hood@det.nsw.edu.au

<table>
<thead>
<tr>
<th>PAYMENT SUMMARY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payment Option</td>
</tr>
<tr>
<td>Subject Contributions</td>
</tr>
<tr>
<td>Subject Contributions</td>
</tr>
<tr>
<td>Card holder</td>
</tr>
<tr>
<td>Credit card number</td>
</tr>
<tr>
<td>Expiry date (mm/yy)</td>
</tr>
</tbody>
</table>
PAYING 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, 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:

Payment Session Expired

Your session has expired. If you still wish to make a payment you can return to the start of the payment process and try again.

You will need to recommence the process from the beginning.