Using Westpac QuickWeb

Parents Online Payments

Parent/Carer Instructions

Schools Finance
November 2012
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HOW DO PARENTS/CARERS ACCESS QUICKWEB?

A link has been placed on the front page of the school’s website. By selecting the Make Online Payments link, you will be taken to a secure Westpac QuickWeb payment page - you will no longer be in the school’s website.

HOW DO PARENTS/CARERS 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 four screens in Westpac QuickWeb payment pages 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 page captures the student and payment details, in order for the payer and the school to identify the student that the payment applies to and what the payment is for.

The following details must be entered to identify each student:
- the student’s name and class, and a reference number, OR
- the student’s name and date of birth.

The payment details should come from the Activities Statement 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): this may include general contributions or donations;
- Subject contributions (up to 10 payment lines): this may include contributions for specific subjects;
- Excursions (up to 5 payment lines): this may include specific venues related to out of school trips e.g. zoo, or in school activities such as Musica Viva;
- Sport (up to 5 payment lines): this may include carnivals, weekly sport activities and PSSA;
- Creative & Practical Arts (up to 5 payment lines): this may include drama, dance and craft activities;
• **Sales to Students** (up to 5 payment line): this may include anything sold to students that becomes the property of the student;

• **Other** (up to 5 payment lines): this will be used for the school’s instrumental music program.

When any option is chosen by selecting the tick box it is mandatory to include both a payment description and payment amount.

Page 3 shows a completed Payment Details page with a sample of options selected.

**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 the class AND a reference 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.

**What is the student registration number, I don’t know it?**

The student registration number is optional, if the school issues invoices it may appear on the invoice.
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 234516789

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

Ref. or Invoice Number
7R2

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 (ddmmyy)
23/02/2000
e.g. 31/01/1980.

Required if only one of 'Class or Year' or 'Invoice Number' are filled.

Payer Details

Full Name  Jacqueline Hood
*Contact Phone Number  0252683359
e.g. 0415213245 or (02)49512345

*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
- [x] Payment Description 1
  - Payment Amount 1  $15.00
- [x] Payment Description 2
  - 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 credit card details on this page. Only Visa and MasterCard are accepted. Visa or MasterCard branded debit cards can also be used in this process.

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: Araratford Public School

Payment Amount: $35.00 AUD

* Card Holder Name: 

* Credit Card Number: 

* Card Expiry Month: 

* Card Expiry Year: 

* Card Verification Number (CVN): What's this?

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

When the details are completed select Next to move to the Confirm Payment Details screen.
3. Confirm payment data entered

This page displays the information the payer has entered. By selecting Modify Payment Details this allows the student or payment details to be modified, you can also change the credit card details by selecting Modify Credit Card Details.

If the information does not need to be changed, the payer enters a Captcha Verification Code and selects Make Payment. The payer will be asked to wait while the payment is processed.

### Confirm Payment Details

<table>
<thead>
<tr>
<th>Please confirm your payment details.</th>
<th>Abbotsford Public School</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Student Details</strong></td>
<td></td>
</tr>
<tr>
<td>Student Registration Number</td>
<td>234516789</td>
</tr>
<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>
<tr>
<td><strong>Payer Details</strong></td>
<td></td>
</tr>
<tr>
<td>Full Name</td>
<td>Jacqueline Hood</td>
</tr>
<tr>
<td>Contact Phone Number</td>
<td>0232689999</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>
<tr>
<td><strong>Payment Summary</strong></td>
<td></td>
</tr>
<tr>
<td>Subject Contributions</td>
<td>Visual Arts</td>
</tr>
<tr>
<td></td>
<td>$15.00 AUD</td>
</tr>
<tr>
<td></td>
<td>Industrial Technology</td>
</tr>
<tr>
<td></td>
<td>$20.00 AUD</td>
</tr>
<tr>
<td>Total Payment Amount</td>
<td>$35.00 AUD</td>
</tr>
<tr>
<td>Card Holder Name</td>
<td>Jacqueline Hood</td>
</tr>
<tr>
<td>Credit Card Number</td>
<td>411111xxxxxx0111</td>
</tr>
<tr>
<td>Expiry Date</td>
<td>01/2018</td>
</tr>
</tbody>
</table>

Captcha Verification Code:  

[Image of a captcha code]

Enter Captcha Verification Code here: [Enter 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.

[Buttons: 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:** Bradly
- **Surname:** Hood
- **Class or Year:** 7R2
- **Date of birth:** 23/03/2000

**Payer Details**

- **Full Name:** Jacqueline Hood
- **Contact Phone Number:** 0292369999
- **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:** 411111...111
- **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

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: 0292699999
Contact Email Address: jacquelene.hood@det.nsw.edu.au

PAYMENT SUMMARY

<table>
<thead>
<tr>
<th>Payment Option</th>
<th>Payment Description</th>
<th>Payment Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject Contributions</td>
<td>Visual Arts</td>
<td>$15.00 AUD</td>
</tr>
<tr>
<td>Subject Contributions</td>
<td>Industrial technology</td>
<td>$20.00 AUD</td>
</tr>
<tr>
<td></td>
<td></td>
<td>$35.00 AUD</td>
</tr>
</tbody>
</table>

Card holder: Jacquelene Hood
Credit card number: 411111...111
Expiry date (mm/yy): 01 / 16
PAYING FOR MULTIPLE STUDENTS

Where a payer is paying for multiple students, the “Make Another Payment” option must be selected on the Online Payment Receipt screen. There is no option to add multiple students to a single payment.

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.

FREQUENTLY ASKED QUESTIONS

Can payers use debit cards or PayPal for payments?

Payments can only be accepted using Visa or MasterCard credit cards or Visa or MasterCard branded debit cards. American Express, Diners Club or EFTPoS cards are not accepted. If a payer only has an EFTPoS debit card, then cash or cheque are the only alternate methods of payment. PayPal is not a payment option using this process.

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 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.