Using Westpac QuickWeb

Parents Online Payments

Parent/Carer Instructions
(Burwood Girls High School)

May 2013
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HOW DO I ACCESS QUICKWEB?

A Parent Online Payment link will be placed on the front page of the school’s Website, http://web3.burwoodg-h.schools.nsw.edu.au. By selecting the Parent Online 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.

Payment for an activity or excursion does not constitute permission to participate. Permission notes are still required for relevant activities.

Late payment can affect cut off dates/times for events. If a payment is made after 6pm the school will not see that payment until the second business day i.e. payment made at 7pm on Monday evening will be on the report the school accesses on Wednesday morning.

Apple computer users: you may have difficulty using Safari. Please try an alternative browser when using Parent Online Payment.

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
   (Visa OR Mastercard credit or debit card only – NO AMEX)
3. CONFIRMATION OF PAYMENT DETAILS AND
4. ONLINE PAYMENT RECEIPT.

IMPORTANT: FOR BURWOOD GHS, ONLINE PAYMENTS CAN NOT BE USED FOR:

- PURCHASES FROM THE P&C UNIFORM SHOP
- ENSEMBLE PROGRAM (BEP) PAYMENTS
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.*

**USE THE FOLLOWING FIELDS FOR BURWOOD GIRLS HIGH SCHOOL:**

- Student Registration Number (SRN). If you have received a statement of account from the school, the SRN is the 9-digit number on the LEFT of the STUDENT’S NAME. The SRN also appears under the student’s photo on their school ID swipe card (labelled ERN no.).
- Student’s FULL name (Given Name, Preferred Name, Family Name), eg Jinglin Mary Zheng (note: you cannot use brackets).
- Student’s Year or Class, eg Year 11 or roll class R11-5.
- **DO NOT** USE REF. OR INVOICE NUMBER!
- Date of Birth.

The payment details should come from the excursion note or invoice 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;
- **Subject contributions** (up to 10 payment lines), use this for contributions for specific subjects e.g. Visual Arts, TAS, etc;
- **Excursions** (up to 5 payment lines), use this for specific excursions e.g. Zoo; Opera House, etc. Please type in **Name of Excursion** and **Receipt Code** (eg 044-431) as listed on excursion permission note;
- **Sport** (up to 5 payment lines), use this for any sporting activities e.g. carnivals and rec/grade sport;
- **Creative & Practical Arts** (up to 5 payment lines), use this for dance ensemble fees and dance uniform purchases;
- **Sales to Students**  *PLEASE **DO NOT USE** THIS FIELD!*  
- **Other** (up to 5 payment lines) this may be used for paying other amounts, eg. complete student statement of account, school formals, year books, P&C donations, etc.

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.

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

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 (SRN), what is it?
The student registration number is optional but RECOMMENDED FOR BURWOOD GHS, and appears on invoices as a 9-digit number to the left of the student name. You can also find this number on the school ID swipe card, as “ERN no.” under the student’s photo.

What is the Ref or Invoice number, I don’t know it?
The ref or invoice number is NOT USED FOR BURWOOD GHS. Some schools use it, 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 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 Parent Online 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
234516709

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)
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
e. g. 0249512345 or (02)49512345
0292669988

Contact Email Address
jacqueline.hood@del.nsw.edu

Payment Options

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

- Voluntary School Contributions
- Subject Contributions
- Excursions
- Sport
- Creative and Practical Arts
- Sales to Students
- Other

Payment Description 1
Visual Arts
Payment Amount 1
$15.00

Payment Description 2
Industrial Technology
Payment Amount 2
$20.00

Total Payment Amount
$35.00

If you have received an invoice and wish to pay the FULL AMOUNT, just choose “Other” and type in “Full payment of invoice”. There is no need to list all the items separately.

You can pay for non-invoice items, such as excursions, in the same transaction by adding them in the appropriate boxes above.

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: 

* Card Expiry Month: 01

* Card Expiry Year: 2012

* Card Verification Number (CVN): 

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. 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**: 234518769
- **Given Name**: Bradley
- **Surname**: Hood
- **Class or Year**: TR2
- **Invoice number**: Not provided.
- **Date of birth**: 23/02/2000

**Payer Details**

- **Full Name**: Jacqueline Hood
- **Contact Phone Number**: 0292899988
- **Contact Email Address**: jacqueline.hood@det.nsw.edu.au

**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**: 01/2018

**Captcha Verification Code**: p2ydy

Unclear? [Generate a new Captcha Verification Code]

Enter Captcha Verification Code here:

[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. |
| 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 | Jacqueline Hood |
| Contact Phone Number | 0292693899 |
| 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 | 01/18 |

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

If you wish, you can email the receipt TWICE by sending to your own email first, then deleting your email address and typing in another address (eg. to BGHS at bronwyn.hatzis@det.nsw.edu.au) and pressing Send again.

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

<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>Payment amount</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

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.

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