

## Frequently Asked Questions – School Cash Online

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### 1. What is the purpose of School Cash Online?

School Cash Online offers parents the convenience of making online payments for their child/children's field trips, pizza days, milk program, agendas, yearbook, spirit wear, donations, school fundraising etc. This will help remove cash from the schools. School Cash Online allows for parents to maintain an electronic receipt history for items purchased. It provides parents with more flexibility and control on how they distribute contributions to the school.

### 2. How does School Cash Online benefit parents?


School Cash Online provides parents with access and convenience at any time to pay for student activities. Parents will receive paperless email notifications of upcoming events and items. Parents will have the opportunity to pay for multiple items and expenses for their child/children quickly and all at once. School Cash Online will eliminate the need for carrying cash to school keeping children safer. Online payments will reduce bullying, theft and cash misplacement.

### 3. Is the School Cash Online software secure?

It is top priority to keep your personal information safe. School Cash Online will never contact you by phone, email or mail and ask you to divulge confidential information. School Cash Online does not share any of your personal information with any third party. The software does not store your credit card information on the web server or any computers or other devices.

School Cash Online has partnered with industry-leading data centers and financial institutions to ensure that banking information is transmitted safely and securely. The website is certified as compliant with Payment Card Industry (PCI) Data Security Standard (PCI DSS), which provides an actionable framework for developing a robust payment card data security process. This ensures that all information is appropriately encrypted and not transmitted outside a PCI-safe environment.

It is important to note that, although School Cash Online facilitates the transactions as a service provider, it is the tier one chartered banking partners, not School Cash Online that actually moves money from parents



to the school via a secure industry leading EFT process. In addition to PCI compliancy, School Cash Online is Canadian Standard on Assurance Engagements 3416 certified (CSAE 3416), transmits data using HTTPS (secure internet protocols), and has established internal risk protocols that are constantly improving based on new technology available.

#### 4. How do I create an account?

School Cash Online has been designed to be an easy to use, efficient online payment system. All you need to do is follow these four simple steps to get started.

- 1) **Register** – Register your own secure personal payment account by selecting “Get Started Today” on the homepage [wcdsb.schoolcashonline.com](http://wcdsb.schoolcashonline.com) .
- 2) **Add a Student** – Once you’ve confirmed your account, add your child/children to the account to view and pay for school expenses. You will be prompted for this information upon login. This feature is also be located under the “*Items*” tab or the “*My Account*” tab.
- 3) **Pay School Expenses** – Pay for any selected school expenses by adding the items to the cart and checking out.
- 4) **Print Receipt** – Print a copy of the transaction receipt for your personal records. This information can also be found under “*Payment History*”.

#### 5. Can each parent have a separate account?

Yes. School Cash Online was designed for parents, grandparents and guardians to have individual accounts. The student can be added to up to **five** different accounts.

#### 6. Why does School Cash Online need my email address?

- For your username to log into the system
- To email you a receipt for payments made
- To enable you to receive notification of school events

#### 7. What methods of payment are available?

There are 4 methods of payment:

- You may pay using “**eCheque**”
- by drawing down from “**My Wallet**”
- by Visa
- or by MasterCard



**8. What is eCheque?**

An eCheque is an electronic funds transfer that withdraws money directly from your bank account. It is just like writing a cheque, only it is done electronically. When you send money with an eCheque, the transaction will be held as pending until the electronic funds have cleared your bank.

**9. Does School Cash Online save my eCheque details?**

School Cash Online does not store your eCheque details for security reasons and industry compliance. Therefore parents must enter the information every time they checkout. It is suggested that you keep a voided cheque nearby for quick reference.

**10. How long does it take for money to be deducted from my bank account?**

Most payments are deducted within three business days. It does depend on your individual banking institution.

**11. What is “My Wallet”?**

Parents deposit a sum of money into “My Wallet” on the School Cash Online website. You will be able to draw down on the preloaded funds to pay for student items and check out. It takes seven business days to load “My Wallet” and use the funds to purchase items. Funds transferred into “My Wallet” do not expire and remain available for purchases until funds are fully drawn down.

**12. Will I get a receipt?**

You will receive confirmation of your purchase on screen once your payment has been successfully processed. You are able to print a copy of the electronic receipt by clicking the “*Print*” icon. This information is recorded in the “*Payment History*” tab.

**13. How do I know if my payment was successful?**

Once you have reached the payment receipt page your payment was successfully completed. If you are in any doubt as to the success of your

payment select the "*Payment History*" tab which will give you historic information on payments made.





**14. How can I obtain a refund for a purchase?**

Refunds are permitted if the product or service is cancelled.

To receive a refund on your account, please submit a request to the school detailing the purchase with supporting information (School, Parent First Name, Parent Last Name, Email address, Phone number, Student First Name, Student Last Name, Date of Transaction, Item Purchased and Amount).

**15. I am trying to purchase an item, but it is not listed. What should I do?**

Each school creates items for purchase and assigns them to the students. Once assigned, they will appear in the Student “*Items*” tab on School Cash Online. Please contact the Elementary School Secretary or Secondary Financial Clerk at your child’s school if you do not see the item you require.

**16. Can I receive an email notifications letting me know that there are items to be purchased?**

Yes, email notifications are sent to the account holder when new items are uploaded to your child’s profile. To verify that you have accepted email notifications, select the “*My Account*” tab, click on the “*Manage Email Notifications*” option. Click on the option to activate the email notification, and then select the *CHANGE* button to save your information.


**17. How often will I receive email notifications?**

Email notifications are sent when new items have been posted for your child. These notifications will only be sent twice a week and only for new items.

**18. Who pays for the School Cash Accounting software, maintenance and training?**

The Board pays the School Cash Accounting annual software licensing fee of \$20,000, maintenance fee, and training costs for all schools.

**19. Is there an operating cost to School Cash Online?**



Yes. There is an annual operating cost per school for School Cash Online. This annual cost is approximately 1% of each school's total prior year School Generated Funds excluding external charitable donations. For every \$1,000 this represents \$10.

**Is the annual operating fee only based on School Generated Funds collected online?**

No. Regardless of the amount of School Generated Funds collected online the annual operating fee is based on each school's total School Generated Funds collected for the year less external charitable donations. Regardless of the method of payment items will cost the same for all parents.

**20. Do the schools have to pay this operating cost?**

Yes. It is the school's responsibility to pay this annual operating cost. The increase in activity costs may increase on average by 1%.

**21. Are external charitable donations subject to the fee increase resulting from operating cost of School Cash Online?**

No. Donations collected for an external charity such as United Way or the Terry Fox Foundation are not subject to the percentage increase in fees required to cover the operating cost of School Cash Online.

**22. Is school fundraising subject to the fee increase resulting from operating cost of School Cash Online?**

Yes. Money collected at each school through fundraising may be subject to the percentage increase in fees to cover the operating cost of School Cash Online. 1% of each fundraising dollar collected will be directed to the "Cost Recovery" category. Fees may also be increased to cover the cost of offering Visa and Mastercard payment options. This will be an additional 1-3% depending on the credit card usage at the individual schools.

**23. Will parents be able to pay by cheque or cash in the future?**

Yes. Parents without access to a computer or internet will be able to continue to pay by cheque or cash.