

Parent Online Payments (POP)

Frequently Asked Questions for Schools Administration

1. My password is not working in Quickstream.

You can re-set your password online using the button on the Quickstream home page or contact your system administrator, usually the SAM or Principal, to have them reset your password. If the problem persists, contact Westpac Quickstream helpdesk on 1300 726 370.

2. I haven't received an email advising daily transactions.

Log on to Quickstream and check Transactions and Reports tab to see if the daily Cash Applied Report is available.

For transactions completed before 6pm, a report should be available after 8pm each banking day.

Check that the email has not been 'unsubscribed' by staff. If so, contact your Quickstream Administrator or, if you are an Administrator, contact Westpac's Quickstream support on 1300 726 370 or email Quickstream@qvalent.com to be reinstated.

3. I cannot see the Cash Applied Report (csv) file when I log in to Quickstream.

Only transactions made before 6pm will be available in a report the next day. If you remain concerned, follow the instructions in Question 2 (above)

4. How do I void a transaction?

You can void a transaction which has not yet settled i.e. the payment has not been transferred to the schools bank account. You can select an unsettled payment to be voided by selecting the appropriate transaction receipt.

The words "Void this transaction" show on the receipt.

There is nothing to do in ebs4/OASIS when voiding a transaction.

5. How do I refund a payment?

A refund is processed after the settlement has occurred. You can select a settled payment in Quickstream? to be refunded by selecting the appropriate transaction receipt.

The words "Refund this transaction" show on the receipt.

Once the refund has been confirmed it will appear on the next day's Cash Applied Report. The transaction must then also be refunded in your school's Finance system (Oasis or ebs4/SAP).

6. Can I do a partial refund?

You can do a partial refund.

Again you'll need to do this first in Quickstream, then in your school's finance system (Oasis or ebs4/SAP).

The instructions are in 'Parent Online Payments – Instructions for Schools' which can be found at:

<https://detwww.det.nsw.edu.au/finance/schools/banking/content.htm>

7. Which Quickstream users can complete a void or refund?

Users that have been delegated authority in Quickstream. Please ask your Quickstream Administrator. We recommend this is restricted to the SAM.

8. Can I refund a parent by cheque, cash or EFTPOS where they have made the payment via POP?

No, refunds for all payments made must be refunded in the same form that they were received, e.g. Cheque > Cheque and EFTPOS > EFTPOS.

Therefore any Parent Online Payments must be refunded via Quickstream to the originating Credit Card, and NOT BY ANY OTHER MEANS.

It is not possible to refund a POP payment to a different Credit Card Number.

9. How much does it cost to have Quickstream in my school?

The Department has met the major set-up costs but the school will incur monthly transaction and service fees as follows.

Fees and Charges effective as at November 1, 2015 are:

- Service Fee \$11 per month
- Each transaction incurs a \$0.341 charge

10. How do I advise parents what to pay for?

Parents should be provided with either:

- an invoice or a list of costs (OASIS schools); or
- a Statement of Account (ebs4/SAP schools)

with all payment information, i.e. amount and description.

This can be done via a note home to parents or by the school newsletter.

In the POP page used by Parents/Carers, both the "description" and "amount" are mandatory. An asterix (*) marks all mandatory fields. The payer will not be able to advance until all mandatory fields are completed. The payment description needs to clearly state what the payment is for.

11. How do I issue a replacement receipt?

DO NOT ISSUE A REPLACEMENT SAP/OASIS RECEIPT

Log in to the Quickstream portal:

- 1) select the *Transactions and Reports* tab

- 2) select *Find or Refund a Transaction*
- 3) search by settlement date, reference number or account details, then
- 4) select the *Search* button.

A list of transactions will be displayed. Select the relevant receipt number and the transaction details will be displayed.

To print the receipt select the *Print Receipt* button or you can insert an email address for the receipt to be emailed. The printed receipt can be issued to the parent.

Note it will only display the total amount of the receipt not the individual amounts that made up that total.

12. What is the difference between QuickWeb and Quickstream?

QuickWeb is the access point for payers to use when making payments. The link to QuickWeb will be from the school's website.

Quickstream is the access point for school users to perform administration tasks such as creating users, searching for payments and to run reports.

13. What length of time can I search for a transaction?

220 days. After that, if it is required the information can be requested from archive but may incur a fee.

In this situation ask your Quickstream Administrator to contact Westpac/Qvalent for assistance.

14. What if I have POP and I'm migrating from a third party to the Department's School Website Service?

Advise the Department's School Website Service team that you are using POP. The team will add the "\$ Make a payment" button to:

- the homepage of your new website; and
- the xxx page for Parents/Carers using a mobile device

15. Can parents pay for multiple students on the one payment?

We recommend that payments for each child are entered separately by selecting *Make another payment* on the online Payment Receipt screen.

Contacts

a) Quickstream

For enquiries about technical issues where parents cannot make a payment or a school is unable to log on, contact 1300 726 370 or

Quickstream@qvalent.com

- ▶ Business Hours 7am to 6pm Monday to Friday (excluding Public Holidays)
- ▶ For after hours assistance, please use the phone number above and leave a message.

b) EDConnect

Phone on 1300 32 32 32 for issues relating to:

- ▶ Setting up payment type information or hot keys in OASIS.
- ▶ Bank reconciliation issues.
- ▶ Formatting the daily transaction report

c) Ebs4 – ED Connect

Phone on 1300 32 32 32

d) Merchant Helpdesk

For bank settlement issues, contact on 1800 029 749

Please have the school's Merchant ID handy. This can be found on the confirmation email that your school receives when the Parent Online Payment process is first set-up for the school.

Resources

Parent Online Payments - Parent Instructions

<https://detwww.det.nsw.edu.au/finance/schools/banking/content.htm>