

SchoolCash Online

Frequently Asked Questions (FAQs)

What is SchoolCash Online?

SchoolCash Online is a safe, simple and secure way for parents to pay for school fees, field trips, school clothing, yearbooks, and more. Parents who use SchoolCash Online have the ability to:

- Keep track of their child's school items and activity fees
- Stay connected by receiving email notifications of new fees
- Check their account history
- View and print receipts
- Pay for school fees anytime and anywhere
- Easily link and access all students in a household

What methods of payment are available?

Payments can be made by eCheck and credit card (Visa or Mastercard). For security reasons, SchoolCash Online does not store credit card or bank account information. Payment information must be entered at each checkout.

Is registering for online payment mandatory or will cheque or cash still be accepted?

The preferred method of payment is online; however, parents and guardians will still be able to pay by cheque or cash for school activities.

How will I know there are items to be purchased?

When school staff add items to your child's profile, an email notification will be sent to the account holder. Please verify that you wish to accept email notifications by clicking, "My Account" and "Manage Email Notifications".

Why does the SchoolCash Online payment system need my email address?

- To log you into the system
- To send you receipts for payments made
- To send notifications of school items for purchase
- To send reminder emails

*These are the only messages you will receive from the SchoolCash Online. If you are not receiving an email notification as part of the registration process, please check your junk mail folder.

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

Most payments are deducted within three to five business days.

Will I get a receipt?

Once an item is paid for, you will receive confirmation. A receipt will be sent to the account holder by email. Electronic receipts are stored in the "Payment History" tab.

I received a rejected payment notification email, what do I do?

There are two reasons for a rejected payment:

1. The incorrect bank account information was entered when paying by eCheck.
2. There were insufficient funds.

When a rejected payment occurs, both the parent and the school are notified by email. Should this occur, the parent must log back in and re-submit payment for the item. If you no longer wish to purchase an item for which the payment was rejected, please contact the school office to have this item deleted.

Are refunds available?

Refunds will be available if the product or service is cancelled or at the school's discretion. For refund inquiries, please contact the school's office directly. Refunds may take up to four days to be processed.

How many items can I pay for at one time?

You can purchase multiple items at once.

Is the SchoolCash Online software secure?

Keeping your personal information safe is a priority. SchoolCash Online will never contact you by phone, email or mail to ask you to divulge confidential information. SchoolCash Online does not share any of your personal information with any third party. The software does not store your payment information on the web server, any computer or any other devices.

SchoolCash 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 (DSS). This ensures that all information is appropriately encrypted and not transmitted outside a PCI-safe environment.

It is important to note that although SchoolCash Online facilitates the transactions as a service provider, it is the tier-one chartered banking partners, and not SchoolCash Online, that send money from parents to the school via a secure industry leading electronic funds transfer (EFT) process. In addition to PCI compliance, SchoolCash Online transmits data using HTTPS (secure internet protocols), and has established internal risk protocols that are constantly improving based on new technology.

For more information: www.schoolcashionline.com/Home/Privacypolicy/

Can I still register even if I'm not ready to make online payments?

Yes! You can and should still register for SchoolCash Online even if you are not ready to make online payments. SchoolCash Online can be used as a great way to keep up to date on what is happening at your child's school.

Do I need to re-register a student that moves to a different school?

No. If the student is moving to another school within Prince Albert Catholic School Division, the items for the student will automatically be updated to reflect the new school. If the student is moving to a different school division, the student will be de-activated from SchoolCash Online.