

**INTERNET PAYMENTS
USER INSTRUCTIONS**

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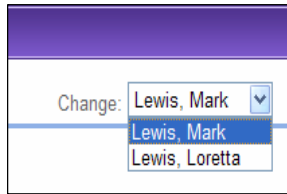
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1. **Connect to the Internet payments website**

- Load your Internet browser (*this might be Internet Explorer or Mozilla Firefox*).
 - To allow you to use the school Internet Payment website you **must** have 'cookies' enabled. (A cookie is a file that is stored on your computer. It contains the address of the Web site and codes that your Internet browser sends back to the Web site each time you visit a page there. Cookies do not usually contain personal information.) You only have to carry out this procedure once. The following website gives instructions on how to enable cookies in your web browser: <http://www.google.com/cookies.html>
 - After you have enabled cookies, enter the website address supplied by your child's school.
 - Enter the user name and password supplied by your child's school.
 - Optional - Enter your billing address details (these need to match the address on the credit/debit card that will be used for making online payments). You can enter these details later during the purchase procedure if you wish.
 - Click on **Log In**.
 - Once connected, you will be prompted to change your log in details to an email address and password of your choice. Your new user name **must** be your email address so that order receipts can be automatically emailed to you. An email will then be sent to your email address asking you to click (or copy and paste) a link to verify your email address. You will not be able to purchase any products until you have completed this process.
 - After you have verified your email address, log in with your details and a screen similar to the one shown on the next page will be displayed.
 - The **Accounts payment** screen for your child is displayed.
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2. *Select a pupil*

- Your child's name is displayed on the screen. If you wish to make a payment against a sibling, select their name from the **Change** drop down box.



3. *Make your purchases*

a. **Account payments**

Account payments are used to top up funds to pay for dinner money and/or cashless cafeteria. Account payments will not be displayed if they are not available to your child.

Account payments display your child's current **Dinner money account balance** and top up facility and your child's current **Pre-payment account balance** and top up facility.

- **Dinner Money payments**
To make a Dinner money account top-up, enter an amount in the **Enter top-up amount** field. Click on **Add To Basket**.
- **Account payments**
To make a Pre-payment account top-up (for cashless cafeteria), enter an amount in the **Enter top-up amount** field. Click on **Add To Basket**.
- Click on **View** to display all Account payments history made using Internet, cash or cheque for **Dinner Money** or **Pre-payment account**.

View Dinner Money account history

- Displays history of **Child meal payments** made online or in school.
- Shows number of meals taken, total cost and current balance.
- **School dinners calendar** views your child's dinner history.

View Pre-Payment Account

- Displays history of **Account deposit** payments made online or in school.
- **Payment on account** displays what your child has spent.

b. Other Products

- Click on [Other Products](#) to display any services or products offered by the school.
- To make a payment select **Quantity** using the drop down box. Enter an amount in the **Unit Price. Total Price** for this item will be displayed.
- Click on **Add To Basket**

c. Events

- Click on [Events](#) to display events that your child is currently selected for, together with the **Cost**. Events will not be displayed if they are not available to your child.
- To make an event payment, enter an amount in the **Enter payment amount** field. Click on **Add To Basket**.

d. Trip payments

- Click on [Trip payments](#) to display trips that your child is currently selected for, together with amounts **Owing** and **Paid**. Trip payments will not be displayed if they are not available to your child.
- To make a trip payment, enter an amount in the **Enter payment amount** field. Click on **Add To Basket**.
- Click on a trip name to view details of the trip including any relevant notes entered by the school. Depending on school procedure, it may also include **Trip check boxes** to allow you to give permission, on line, for your child to attend a trip. Click **Save** to save any changes made on this screen.
- Click on [Trip payments](#) and select **View** to display all payments made against this trip using the Internet, cash or cheque.

e. Uniform

- Click on [Uniform](#) to display uniform items for sale at school, if applicable. Uniform will not be displayed if these items are not available on line to your child.
- Select a **Quantity**, select the **Size** (if relevant) and click on **Add To Basket**.

f. Optional trips

- Click on **Optional trips** to display trips that are available to your child, but for which they are not currently selected. Making a payment will add your child to this trip. The total cost of the trip is displayed.
 - To make a trip payment enter a payment in the **Enter payment amount** field. Click on **Add To Basket**.
-

4. Proceed to checkout

- Click on **Checkout**. The contents of **Your Basket** will be displayed.
 - Click on **Edit** to edit items selected for purchase, if required.
 - Click on **Back** to continue shopping.
 - Click on **Checkout** to place the order and enter the payment details.
-

5. Enter payment and contact information

a. Billing address

The **Billing Address** should match the details entered on sign-in. Change any information if necessary.

The address must match the billing address for your credit/debit card.

Emails will be sent to the email address entered to:

- Confirm payment by Bank.
- Confirm order and items purchased.

- Click on **Place Order**.
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b. Hampshire County Council ePayments System

The Hampshire County Council ePayments System – Purchase summary is displayed.

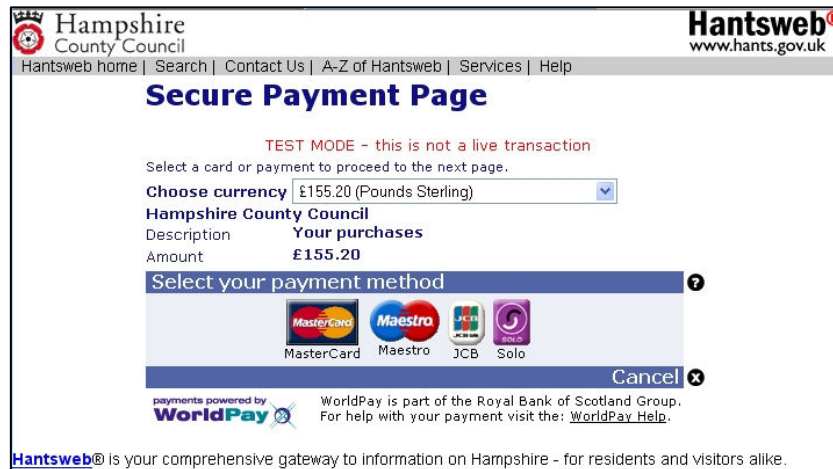


The screenshot shows the Hampshire County Council ePayments System interface. At the top left is the Hampshire County Council logo and name. At the top right is the Hantsweb logo and website address (www.hants.gov.uk). Below the logos is a navigation bar with links: Hantsweb home, Search, Contact Us, A-Z of Hantsweb, Services, and Help. The main heading is "Hampshire County Council ePayments System - Purchase summary". Below this is a "Proceed" button. The page is divided into sections: "Purchase Details" with a "Purchase Description" of "Your purchases" and an "Amount" of "155.20"; and "Personal Details" with "Name" James Smith, "Email ID" jsmith@myemail.com, and "Address details" "The Road The City Hampshire". A second "Proceed" button is located at the bottom of the personal details section.

- Click on **Proceed**.

c. Secure Payment Page

- Select the required **currency**.
- Select your **card type**.



The screenshot shows the Hampshire County Council ePayments System Secure Payment Page. At the top left is the Hampshire County Council logo and name. At the top right is the Hantsweb logo and website address (www.hants.gov.uk). Below the logos is a navigation bar with links: Hantsweb home, Search, Contact Us, A-Z of Hantsweb, Services, and Help. The main heading is "Secure Payment Page". Below this is a red warning message: "TEST MODE - this is not a live transaction". Below the warning is the instruction: "Select a card or payment to proceed to the next page." Below this is a "Choose currency" dropdown menu showing "£155.20 (Pounds Sterling)". Below the dropdown is the "Hampshire County Council" logo and name. Below the logo is the "Description" "Your purchases" and the "Amount" "£155.20". Below this is a "Select your payment method" section with a question mark icon. Below the section are four payment method icons: MasterCard, Maestro, JCB, and Solo. Below the icons is a "Cancel" button with a close icon. Below the icons is the "WorldPay" logo and text: "payments powered by WorldPay". Below the WorldPay logo is the text: "WorldPay is part of the Royal Bank of Scotland Group. For help with your payment visit the: [WorldPay Help](#)". Below the WorldPay logo is the text: "Hantsweb® is your comprehensive gateway to information on Hampshire - for residents and visitors alike."

- Enter your Card Details.

Hampshire County Council
Hantsweb home | Search | Contact Us | A-Z of Hantsweb | Services | Help

Secure Payment Page

Hampshire County Council
Payment Method: **MasterCard**
Description: **Your purchases**
Amount: **£155.20**

Card Details

You must fill in fields marked with *

* Card number: 5500000000000004
Security code: [] [] [] [] [] []
* Expiry Date: 02 / 2009
* Cardholder's Name: James Smith

START AGAIN MAKE PAYMENT
CANCEL PURCHASE

Refunds and Returns
For more information visit our [refund and returns policy](#).

payments powered by **WorldPay**
WorldPay is part of the Royal Bank of Scotland Group. For help with your payment visit the: [WorldPay Help](#).

- Click on **MAKE PAYMENT**.

Confirmation of your payment is displayed.

Hampshire County Council
Hantsweb home | Search | Contact Us | A-Z of Hantsweb | Services | Help

James Smith

Thank you for your payment of £155.20 for Your purchases.
If there was a problem making your payment, please contact [WorldPay](#) or your bank.
For other queries about your transaction please email esupport@tucasi.com
Please return to [School Internet Payments Site](#)

Thank you, your payment was successful
Merchant's Reference: **68051**
WorldPay Transaction ID: **5219030**
Please contact WorldPay immediately if there has been a problem making your payment.

Hantsweb® is your comprehensive gateway to information on Hampshire - for residents and visitors alike.

- Click on [School Internet Payments Site](#).

Your order will be displayed.

You will receive email confirmation to the address provided by you:

1. to confirm the payment from your bank
2. to confirm the items purchased.

6. *View/amend your account details*

- Click on **Your Account**.
 - Your child's **Order History** is displayed.
 - Click on an **Order Number** to display the details of that order.
 - Click on [Addresses](#) to view/amend the Billing Address details.
 - Click on [User Name/Password](#) to amend the account login information.
 - Click on [Pupil Options](#) to set the daily spend limit for your child if your school has cashless catering.
 - Click on [Logout](#) to exit the Internet payment system or select **Logout** at the top right of the screen.
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7. *Forgotten your password?*

- Load your web browser and enter the website address supplied by your child's school.
- On the log in screen select **Send Password**.
- Type in your current email address.
- You will receive an email with your password details.

OR

- Contact the Finance Department at your school and they will reset your password to the original one issued.
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**For further enquiries, or to cancel an Internet payment,
please contact the Finance Department at your school.**