

TUCASI

**INTERNET PAYMENTS
USER INSTRUCTIONS**

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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 enable 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 **Account payments** screen is displayed showing the following information for your child:

Links to trips and other products available to your child.
(options will only be displayed if they are available at your child's school).

Current **Dinner money account** balance – this option allows you to top up your child's dinner money.
(this will only be displayed if this option is available at your child's school).

The contents of **Your Basket** for this session.

Any existing **Account Balances** (amounts owing are shown as a negative figure).

Pre-payment account balance – this option allows you to top up your child's account for cashless cafeteria.
(this will only be displayed if this option is available at your child's school).

2. Select a pupil

- Your child's name is displayed here.
- Select a sibling, if required.

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

Use this screen to top up accounts in-school. Once you have selected the amount(s) you wish to top up, proceed to 'Checkout' to make the payment from your credit or debit card.

| Name | Balance | Enter top-up amount | History |
|--------------------------------------|---------|-------------------------------------|-------------------------------------|
| Dinner money account | £4.15 | £ <input type="text" value="0.00"/> | <input type="button" value="View"/> |
| Pre-payment account | £0.00 | £ <input type="text" value="0.00"/> | <input type="button" value="View"/> |

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.

Payment History For Dinner money account

Date of last online payment: Never

Last online payment amount: £0.00

| Description | Date | Paid | Amount | Balance |
|------------------------------------|----------------|-----------|------------------|---------|
| Balance at | 18/08/08 | | | £0.00 |
| Child meal payment | 15/04/09 16:30 | In school | £15.00 | £15.00 |
| Meals taken: 7 | | | Meal Cost: | £10.85 |
| Meals reserved: None | | | Current Balance: | £4.15 |

View [school dinners calendar](#)

| August | | | | | | | September | | | | | | | October | | | | | | | November | | | | | | |
|--------|-----|-----|-----|-----|-----|-----|-----------|-----|-----|-----|-----|-----|-----|---------|-----|-----|-----|-----|-----|-----|----------|-----|-----|-----|-----|-----|-----|
| Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun |
| | | | 1 | 2 | 3 | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| 4 | 5 | 6 | 7 | 8 | 9 | 10 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| 11 | 12 | 13 | 14 | 15 | 16 | 17 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 17 | 18 | 19 | 20 | 21 | 22 | 23 |
| 18 | 19 | 20 | 21 | 22 | 23 | 24 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 27 | 28 | 29 | 30 | 31 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | | |
| 25 | 26 | 27 | 28 | 29 | 30 | 31 | 29 | 30 | | | | | | | | | | | | | | | | | | | |

| December | | | | | | | January | | | | | | | February | | | | | | | March | | | | | | |
|----------|-----|-----|-----|-----|-----|-----|---------|-----|-----|-----|-----|-----|-----|----------|-----|-----|-----|-----|-----|-----|-------|-----|-----|-----|-----|-----|-----|
| Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 1 | 2 | 3 | 4 | | | | | | | | | | | | | | | | | |
| 8 | 9 | 10 | 11 | 12 | 13 | 14 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| 15 | 16 | 17 | 18 | 19 | 20 | 21 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 9 | 10 | 11 | 12 | 13 | 14 | 15 |
| 22 | 23 | 24 | 25 | 26 | 27 | 28 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 16 | 17 | 18 | 19 | 20 | 21 | 22 |
| 29 | 30 | 31 | 26 | 27 | 28 | 29 | 30 | 31 | 23 | 24 | 25 | 26 | 27 | 28 | 23 | 24 | 25 | 26 | 27 | 28 | 23 | 24 | 25 | 26 | 27 | 28 | 29 |
| | | | | | | | | | | | | | | | | | | | 30 | 31 | | | | | | | |

| April | | | | | | | May | | | | | | | June | | | | | | | July | | | | | | | |
|-------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|---|
| Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | |
| | | | 1 | 2 | 3 | 4 | 5 | | | | 1 | 2 | 3 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | | | | 1 | 2 | 3 | 4 | 5 |
| H | S | M | M | M | 11 | 12 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | |
| M | M | P | M | M | 18 | 19 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | |
| | | | | | | | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | |
| | | | | | | | 25 | 26 | 27 | 28 | 29 | 30 | 31 | 29 | 30 | | | | | | | 27 | 28 | 29 | 30 | 31 | | |

| Keys | Description | Keys | Description |
|------|---------------|------|-------------|
| | Other Meal | M | Meal |
| S | Sick | P | Present |
| H | Holiday | T | On trip |
| X | School closed | Y | Duty meal |

View Pre-Payment Account

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

Payment History For Pre-payment account

Date of last online payment: Never

Last online payment amount: £0.00

| Description | Date | Paid | Amount | Balance |
|------------------------------------|----------------|------------------|--------|---------|
| Balance at | 18/08/08 | | | £0.00 |
| Account deposit | 17/04/09 10:06 | In school | £10.00 | £10.00 |
| Payment on account | 17/04/09 10:07 | In school | -£0.25 | £9.75 |
| Payment on account | 17/04/09 10:08 | In school | -£0.25 | £9.50 |
| | | Current Balance: | | £9.50 |

b. Other Products

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

Other products

Use this screen to make a payment for services or products offered by the school.

| Quantity | Name | Unit Price | Total Price |
|----------|---|------------|-------------|
| 0 | Donations (Please specify unit price) | £ 0.00 | £ 0.00 |

[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**.

Events

1 item in Events

| Name | Cost | Enter payment amount |
|-------------------------------------|-------|----------------------|
| Swimming (Optional) | £5.00 | £ 0.00 |

[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**.

Trip payments

Use this screen to make payments for trips or events for which family members are registered.

| Name | Owing | Paid | Enter payment amount | History |
|-------------------------------|---------|--------|-------------------------------------|-------------------------------------|
| Summer Camp | £15.00 | £35.00 | £ <input type="text" value="0.00"/> | <input type="button" value="View"/> |
| Ski Trip 2009 | £110.00 | £90.00 | £ <input type="text" value="0.00"/> | <input type="button" value="View"/> |
| France | £15.00 | £35.00 | £ <input type="text" value="0.00"/> | <input type="button" value="View"/> |
| Marwell Zoo | £7.00 | £5.00 | £ <input type="text" value="0.00"/> | <input type="button" value="View"/> |

- 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.

Marwell

Enter payment amount: £

Balance: -£25.00

Trip check boxes: Permission Slip Passport Euro Health Ins Card Insurance Cover

- Click on **Trip payments** and select **View** to display all payments made against this trip using the Internet, cash or cheque.

Payment History For Marwell Zoo

Date of last online payment: 25/02/09 15:05

Last online payment amount: £5.00

| Description | Date | Paid | Amount | Balance |
|-----------------------------|----------------|--------|--------|---------------|
| Balance at | 18/08/08 | | | -£12.00 |
| Marwell Zoo | 25/02/09 15:05 | Online | £5.00 | -£7.00 |
| Current Balance: | | | | -£7.00 |

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.

Uniform

6 items in Uniform

| Quantity | Name | Unit Price | Total Price |
|----------|---|------------|-------------|
| 0 | Blazer | £ 9.00 | £ 0.00 |
| | Size: <input type="text"/> <input type="text" value="Small"/> | | |
| 0 | Hat | £ 1.70 | £ 0.00 |
| 0 | Skirt | £ 5.00 | £ 0.00 |
| 0 | T-Shirt | £ 1.60 | £ 0.00 |
| 0 | Tie | £ 1.90 | £ 0.00 |
| 0 | Trousers | £ 5.00 | £ 0.00 |
| | Size: <input type="text"/> <input type="text" value="Small"/> | | |

- 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.

Optional trips

Use this screen to make payments for trips or events for which you are eligible. Making a payment automatically registers you for the trip or event. Where the number of places are limited, registration is accepted on a first-come, first-served basis.

| Name | Cost | Enter payment amount |
|------------------------|---------|-------------------------------------|
| France | £120.00 | £ <input type="text" value="0.00"/> |
| Spain | £150.00 | £ <input type="text" value="0.00"/> |

- 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.

| | Qty. | Name | For | Total |
|-------------------------------------|------|---------------------|------------|--------|
| <input type="button" value="Edit"/> | 1 | Pre-payment account | Jane Smith | £10.00 |
| <input type="button" value="Edit"/> | 1 | Marwell | Jane Smith | £10.00 |
| Subtotal: | | | | £20.00 |
| Credit/debit card surcharge: | | | | £1.50 |

- 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**.

Checkout: Enter Payment and Contact Information

Please confirm your address for payment. This address must be the same as your billing address for your credit/debit card.

Your Billing Address

First Name:

Last Name:

Address 1:

Address 2:

City:

County:

Postal Code:

Country:

Email:

Tick here to save your details for next time:

b. Hampshire County Council ePayments System

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

The screenshot shows the 'Purchase summary' page on the Hampshire County Council website. At the top, there is a navigation bar with links for 'Hantsweb home', 'Search', 'Contact Us', 'A-Z of Hantsweb', 'Services', and 'Help'. The page title is 'Hampshire County Council ePayments System - Purchase summary'. Below the title, there is a 'Proceed' button. The main content area is divided into sections: 'Purchase Details', 'Purchase Description' (Your purchases), 'Amount' (155.20), 'Personal Details', 'Name' (James Smith), 'Email ID' (jsmith@myemail.com), 'Address details', and 'Address' (The Road The City Hampshire). At the bottom of the form, there is another 'Proceed' button.

- Click on **Proceed**.

c. Secure Payment Page

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

The screenshot shows the 'Secure Payment Page' on the Hampshire County Council website. At the top, there is a navigation bar with links for 'Hantsweb home', 'Search', 'Contact Us', 'A-Z of Hantsweb', 'Services', and 'Help'. The page title is 'Secure Payment Page'. Below the title, there is a red warning message: 'TEST MODE - this is not a live transaction'. The main content area is divided into sections: 'Select a card or payment to proceed to the next page.', 'Choose currency' (£155.20 (Pounds Sterling)), 'Hampshire County Council', 'Description' (Your purchases), 'Amount' (£155.20), 'Select your payment method' (MasterCard, Maestro, JCB, Solo), and 'Cancel'. At the bottom, there is a 'WorldPay' logo and text: 'WorldPay is part of the Royal Bank of Scotland Group. For help with your payment visit the: WorldPay Help.' The footer text reads: 'Hantsweb® is your comprehensive gateway to information on Hampshire - for residents and visitors alike.'

- Enter your Card Details.

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](#).

- 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.

For further enquiries, or to cancel an Internet payment, please contact the Finance Department at your school.