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Introduction to Parent Online Payments

Westpac Quickstream payment option

A green rectangular button with a white dollar sign icon on the left and the text "Make a payment" in white on the right.

Schools can accept online payments from parent/carers using Westpac Quickstream. This allows parents/carers to transfer funds directly to the school via a secure Westpac site.

It is important to fully consider the impact on the school community before participating. Some considerations when deciding to accept electronic payments include:

- cost to school (transaction fee against cost of cash collections and depositing cheques)
- school community's acceptance of online payments
- the benefits to the school community by the provision of an alternate, secure payment system
- provision of flexible payment options to the school community
- communication with the school community
- less manual handling of cash and cheques
- increase in electronic payments
- procedures for receipting, refunds and bank reconciliations
- secure filing of documentation.
- [PCI DSS compliance](#). For further information refer to the Finance in Schools Handbook [Chapter 7 – Receipting and banking: Section 7.4.1](#).

Supporting school processes

In order to process online payments, schools are required to issue parents/carers with a statement of account, note or list of costs for students. This information will then allow parents/carers to pay online. Parents/carers should provide as much information as possible when paying online so that the school can identify and accurately receipt the payment.

It is important that schools and parents/carers are aware that to comply with Payment Card Industry Data Security Standards (PCI DSS) personal details and payment card details are not retained within the payment system. All details will therefore need to be entered by the parent/carer each time a payment is made.

Where a parent/carer is paying for **multiple students** the parent should enter payments separately for each student by selecting *Make Another Payment* option, after completing the first student's transaction.

Payment for an activity or excursion does not constitute permission to participate. Parents/carers should be made aware that **permission notes** are still required.

Late payment can affect cut off dates/times for events. Schools should note if a payment is made after 6pm weekdays or on a weekend, the school will not see that payment until the second business day eg payment made at 7pm on Friday evening will be on the report the school accesses on Tuesday morning.

NOTE: Westpac systems supporting electronic payments, including POP, are PCI DSS compliant. PCI DSS is a framework for the robust security of payment account data and applies to any entity that store, process or transmit cardholder data. The goal of the PCI DSS guidelines is to minimise payment card loss by specifying measures to protect cardholder data and prevent its unauthorised use.

Instructional material

Many members of the community regularly make online payments and find the process self-explanatory, quick and convenient. The Department has produced instructions [Parents/carers Online Payments, Parent/Carer Instructions](#) that can be distributed by schools as additional support.

- LMBR - [Training | LMBR](#)
 - Roles and access rights in ebs
 - General Ledger Accounts
 - QRG - How to identify and receipt Parent online payments (POP)
 - QRG - How to process a refund
 - QRG - Close a till
 - QRG - Process banking including POP/EPAY
 - QRG - Receipting an unknown Parent online payment

Communications with parents/carers

How do parents/carers access the website to make a payment?

A “**\$ Make a payment**” link will be located in the ribbon bar on the front page of the school’s website. By selecting “**\$ Make a payment**”, parents/carers will be taken to a secure Westpac payment page, they will no longer be in the school’s website.



Parents/carers should be advised that details are **not retained** by QuickWeb, protecting parents/carers from fraudulent transactions and ensuring compliance with PCI DSS.

NOTE: POP is mobile friendly which makes using the system even more convenient for parents/carers.

How parents/carers can provide advice to the school that they have paid online

It may be of assistance to **add** a line to permission slips for parents/carers to add their online receipt number and date paid online as below.

I have made an Online payment.
My receipt number is..... Date Signed

Provide clear instructions to parents/carers

The **Payment Description** details should come from the school Statement of Account, note or list of items issued by the school.

Additional lines can be accessed by using the **Add Payment** button once a payment item box has been selected. The following list shows the total number of lines available for each transaction:

- Voluntary school contributions (1 payment only)
- Subject contributions (up to 10 payments)
- Excursions (up to 5 payments)
- Sport (up to 5 payments)
- Creative & Practical Arts (up to 5 payments)
- Sales to Students (up to 5 payments) and
- Other (up to 5 payments). Other can be used for paying a complete statement of account.

For any option it is **mandatory** to include **both a payment description** and **payment amount**.

The parent/carer should be instructed what to type in the Payment Description field.

Below are some examples:

- If paying online please enter “Science” in the Payment Description under “Subject Contributions”.
- If paying online please enter “Opera House” in the Payment Description under “Excursions”.
- If paying online please enter “Term 2 sport” in the Payment Description under “Sport”.
- If paying online please enter “Dance” in the Payment Description under “Creative & Practical Arts”.
- If paying online please enter “Uniform” in the payment description under “Sales to Students”.
- If you wish to pay the entire total amount owing on the statement of account online under “Other”, enter “Total Payment” in the Payment Description – please note this is for a complete payment of all amounts owing only.

Making a Payment

Payment details are entered and confirmed and the payment is processed. The receipt can be printed and/or emailed from the payment page to a nominated email address.

Student Details

Student Registration Number

If this 9 digit number is on the Statement issued by the school it will be to the left of the student's name.

* Given Name

* Surname

Class or Year

Ref. or Invoice Number

This number may be on the top of the invoice or statement issued by the school. It may have the heading Ref.

* Date of Birth (dd/mm/yyyy)

NOTE: Items marked with an asterisk (*) are mandatory.

If any mandatory details are omitted the payer is returned to the screen with an error message. The error will be detailed in **RED** text and the payer cannot move to the next screen until the error is corrected. The Student Registration Number is optional as most parents would not have this information on hand.

NOTE: Schools do not produce invoices. The Statement of Account produced for outstanding fees does not generate a number. In Quickstream the Invoice number field is not to be used.

When Class **OR** Year is entered – student Date of Birth is required.

Payment Descriptor field

Payment Options

Please select which items you would like to make a payment or donation for:

Voluntary School Contributions

Subject Contributions

* Payment Description 1

* Payment Amount 1 \$

Add Payment

Excursions

Sport

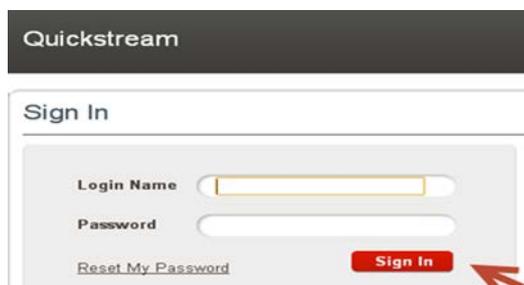
Creative and Practical Arts

Sales to Students

Other

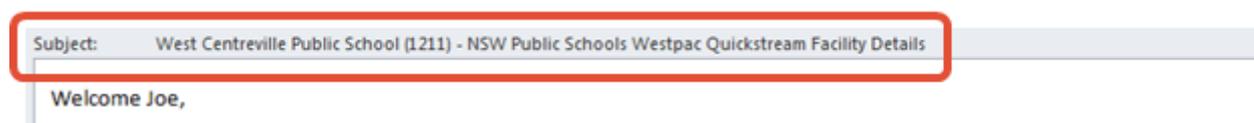
Access to the Quickstream portal

The Quickstream portal is the system that enables staff to access information on payments in order to process transactions.



Getting started

Principals will receive a Quickstream onboarding confirmation email one week before the system's 'Go Live' date.



Initial Quickstream portal process

Information for login will be provided in this email together with:

- The link to Quickstream – URL (internet address) which takes you to Quickstream. **Save** this in your internet 'favourites'. This email should be printed and saved with POP paperwork as it contains the Westpac Merchant ID (MID).
 - **NOTE:** The MID should be recorded in the Register of Financial Items.
- The principal's **Login name** which is the **school code (XXXX)** and a temporary password
- If the school manages, or has a third party provider managing their school website, the email will contain the 'script' for the \$Make a payment button. This should be passed to your school website provider. **The principal will always have the school code as their Login name.**

NOTE: It is recommended that the principal set themselves up as a new user using their own name, and then disable the school code login.

The principal will need to complete the following steps:

Step 1: Click on the link in the email or copy and paste the URL into your web browser.

Step 2: Enter the Login name (school code) and temporary password. Select the  button.

If you are logging in for the first time using your temporary password you will be directed to change your password. This new password must have at **least 8 characters and contain at least 1 number.**

Temporary passwords are time limited and need to be activated prior to the elapsed time frame.

The principal is the **only** staff member to be given Administration rights in the system. The principal will be responsible for adding/disabling staff roles as required on an ongoing basis.

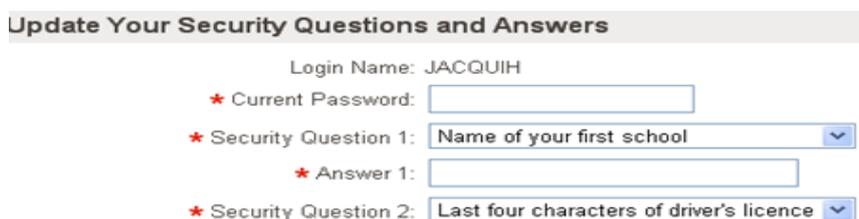
NOTE: Prior to any secondment or absence, the principal is required to initiate the set-up of the relieving principal.

For assistance:

Contact: EDConnect Ph. 1300 32 32 32 or log an online query

Initial sign-in requires that two (2) security questions are selected

You will be asked to update your Security Questions. Select 2 security questions from the dropdown lists.



Update Your Security Questions and Answers

Login Name: JACQUIH

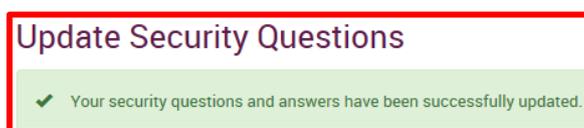
* Current Password:

* Security Question 1:

* Answer 1:

* Security Question 2:

The following screen will be displayed



When you have completed the security questions select **Update**.

Return by clicking on any tab, Dashboard, Transactions and Reports or Administration.

Quickstream tabs

You can select from any of the following tabs for the tasks as outlined:



- **Administration** –this tab will allow the principal to review the list of users, add/disable users, and update your password or security questions.
- **Transactions and Reports** – on this tab you can search for payments, refund payments, resend receipts and access your Daily Settlement Report to help reconcile your banking.

- **NOTE:** The report will only include transactions that occur before the cut-off time of 6.00pm the previous evening.
- **Dashboard** – on this tab you have all commonly used Quickstream features, including Recent Transactions, Settlements and Reports.

Setting up staff in Quickstream

When the principal has completed their own login requirements they can then set up the School Administrative Managers and Officers as required by the school. Each staff member must have a system-wide unique login name.

NOTE: It is important to read the following information on **Delegations, Roles and Responsibilities** prior to **Creating Users**.

Delegations

The principal sets up rights/tasks within the Quickstream system for members of staff to administer the system. The principal must always hold the Administrator User Role in Quickstream. At the discretion of the principal, the SAM or Business Manager may be provisioned with the Administrator User Role in Quickstream. The Quickstream system is to have no more than 2 users holding the Administrator role, one of which must be the principal.

The system Administrator will need to change user roles in Quickstream as staff members change or act in different roles and return to their original roles e.g. if the SAM is away and the SAO is acting in the higher duties role or setting up a relieving principal before taking leave/a new position.

*Setting up staff roles in the Quickstream portal **must** be consistent with Delegations, see chart below.*

User Roles in Quickstream	Position in School		
	Principal	SAM	SAO
Administrator	Yes	Yes	No
Transaction Refund	Yes	Yes Note: either the SAM or BM not both	No
Transaction Search	Yes	Yes	Yes
Download Reports	Yes	Yes	Yes

User access is specific to the school where the staff member is currently employed.

Disable User

If you have a staff member who has transferred to a different school, they **must** be disabled from your school's Quickstream. The principal at the staff member's new school will be responsible for adding them to the new school's Quickstream as appropriate.

NOTE: The Register of Financial Items is to be updated with all staff names and authorised rights/tasks.

Roles, responsibilities and delegations

The principal is responsible for selecting user roles for staff.

- As the Administrator the principal is responsible for adding/disabling users in addition to Transaction Search, Download Reports and Transaction Refund.
- Select Transaction Search, Download Reports and Transaction Refund for personnel delegated to the SAM or BM role. At the discretion of the principal, either the SAM or BM may be provisioned with the Administrator role.
- Select Transaction Search and Download Reports for personnel delegated to the SAO role.

Tasks This User Can Perform

User Roles:

- Administrator - Administrator
- Transaction Search - Transaction Search
- Download Reports - Download Reports
- Transaction Refund - Transaction Refund

Creating users

In the **Administration** tab to create a new user the principal will need to:

- scroll down to the **Add** button in the bottom right hand corner
- enter the user name (e.g. SAM and/or SAOs name) – eg Jane Citizen login name would be JANE.CITIZEN or JCITIZEN (**all upper case / no spaces / max. 20 characters**)
- **the email address must be the DoE email address** eg jane.citizen@det.nsw.edu.au, not an email address where multiple users have access such as the school's email address or any personal email addresses such as Gmail, BigPond, Optus, Hotmail etc
- in the case of a staff member working in multiple locations a separate unique login name is to be created for each location
- make sure the **Email password to user:** box is ticked so the password will be emailed to the new user.

When a new user is created they will be emailed a login name and password for their initial sign in to the Westpac Quickstream portal. The new user/s will be listed on the Administration screen.

In **Tasks This User Can Perform**, click on user roles and allocate to staff according to their delegation.

Refer to previous pages on Delegations, Roles and Responsibilities for schools.

You will then be required to enter your own password for security reasons.

When all *Mandatory fields are completed, select the **Save** button.

NOTE: DO NOT share passwords.

Refer to Delegation, Roles and Responsibilities when setting up or editing users.

Managing current users

By selecting the hyperlink under the user's **Login Name** their details can be edited.

- when the user's details are displayed select the **Edit** button
- when the edits are completed select **Save**.

Note: This is where User Roles can be edited for staff on higher duties.

Updating principal's details

The current principal, as Administrator, is required to initiate the setting up of an incoming principal if required.

Resetting your password

If the system is **not accessed for 90 days** the account will be locked due to inactivity. The password will need to be reset to gain access to the system. Principals are required to regularly monitor all Quickstream access and promptly disable users who have left, add new users and change delegations where necessary. This reduces the risk of out of date user roles for current staff.

There are **two methods** of resetting passwords.

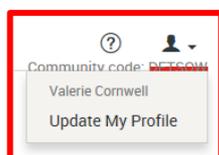


[Reset My Password](#)

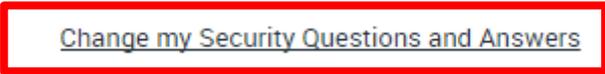
1. By selecting [Reset My Password](#) on the **Sign In** page and following the prompts.
2. Your principal can reset your password in the Administration tab.

Updating your Profile,

By selecting **Update My Profile** you can change your password, security questions, your email and other contact details.



[Change my Password](#)



[Change my Security Questions and Answers](#)

Contact Details

Email Address:

Daytime Phone Number:

Mobile Phone Number:

Fax Number:

You can change the first page you see after you log in by selecting **Preferences** and click on the dropdown selection **Landing Page**.

Preferences

* Time Zone: /

* Landing Page:

You can change the first page you see after you log in

The User role you have been assigned by the principal can be seen under **Tasks I can Perform**.

When you have finished making changes select **Save My Profile**.

Reconciling the Daily Transactional Email (Cash Applied Report)

The daily *Cash Applied Report* email is sent to the **school email account**, and details the number of transactions and total amount of those transactions in AU\$. If there are no transactions the school will still receive an email showing nil transactions and \$0.00 value.

Schools are required to log in to Quickstream to download the daily **Cash Applied Report** (sometimes referred to as the Cash Applied File) found under the **Dashboard Tab**. This report should be printed and filed with daily banking paperwork.

NOTE: If you cannot see the daily Cash Applied Report when you log on to the Quickstream portal, the Administrator should contact EDConnect:

Ph. 1300 32 32 32 or log an online query

Dashboard

In the **Dashboard** under the **Recent Reports** tab, the daily Cash Applied Report (.csv) will be available to download in the Quickstream portal at 8pm each banking day.

See example below and click on  [File](#)

NSWPS8326_CashAppliedReport_03052016.csv

For payments made after 6pm on Fridays the report will be generated on Monday night.

The transaction report will include transactions for the current settlement period (each working day is one settlement period).

If there were transactions each day over a weekend there will be three deposits on Monday. (*These will be shown on the Bank Transaction Report – GL 105160.*) Each deposit relates to Friday, Saturday and Sunday transactions, which in turn relate to each daily Cash Applied Report, 3 in total, one for each day.

This daily Cash Applied Report is used to receipt the day's transactions in ebs.

NOTE: Weekend payments will be receipted on Tuesday because the relevant report will be received on Tuesday morning.

Reports available on Dashboard

The following reporting options can be accessed on Dashboard:

- **Recent Transactions** – displays the last 5 transactions with an option to view the previous 20 transactions.
- **Recent Settlements** – displays the last 5 settlements.
- **Recent Reports** – displays the daily, weekly and monthly transaction reports.

Downloading the daily Cash Applied Report

To process receipts select the report named 'NSWPSxxxx_CashAppliedReport_DDMMYYYY.csv' (where xxxx is your school code) from 'Recent Reports'. The report can be downloaded by clicking

 [File](#) and is provided in a CSV format.

Open the file.

The data will be displayed in 2 columns in Excel.

The columns will need to be resized so that the information is fully visible, gridlines may be inserted. The information contained shows all of the details entered by the payer. Print the report (as below) to process the receipts into ebs.

ENTER---THESE---PAYMENTS/REFUNDS---AS---ONE---BATCH---	
THESE---TRANSACTIONS---ARE---PAYMENTS---	
Transaction Date	21/01/2016 0:00
Payment Date	21/01/2016 9:46
Receipt Number	1011803723
Transaction Amount	123
Masked Credit Card	444433xxxxxxxx1111
Given Name	Test
Surname	Tester
Date of Birth	10/02/1900
Payer Full Name	Tester
Payer Contact Phone	299887766
Payer Contact Email	smilliken@qvalent.com
Voluntary School Code	Test
Voluntary School Code	123
PAYMENTS---FOOTER---	
THESE---TRANSACTIONS---ARE---REFUNDS---	
REFUNDS---FOOTER---	
TRANSACTIONS---TOTAL---AMOUNT---\$123.00---	

NOTE: to comply with PCI DSS the cardholder number will be partially masked, ie only the first 6 and last 4 digits of the card number will be shown (eg 535345xxxxxx4321).

Searching for Payments

You can search for payments by selecting the **Transactions and Reports** tab and selecting



from the drop down box.

You can search for individual payments by:



- **Settlement Date**
- **Reference Number** – you need a receipt number to search on payment details
- Then click on **Search** on the lower right of the screen.

NOTE: Transactions remain visible for 220 days.

Sign Out

To Sign Out from any Quickstream screen just select the  button on the top right of the Quickstream page.

Processing Payments

It is important that the receipts/refunds in the Cash Applied Report should be processed daily in ebs to ensure the reconcillation of daily banking.

Schools must process POP receipts in the EPAY till, which preferably would be a totally separate cash desk from any other transactions.

This will allow users to check that the daily Cash Register Management Reports for these transactions matches the daily transaction amount on the daily Cash Applied Report email.

For instructions refer to:

- [LMBR Training](#)

Voiding transactions in Quickstream

A **Void** is used to cancel a payment transaction that has been made in error and has not yet been settled ie the **value has not been processed by the bank**. It will usually be the same day as the

parent/carer makes the payment. The parent/carer must contact the school to request the payment be cancelled.

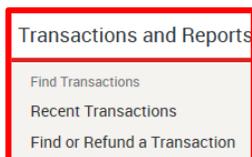
Neither the original payment nor the void will show up on the daily transaction report or file that is downloaded the next day.

VOIDS can only be processed for the total payment. If only part of the payment was made in error the school needs to wait until the payment appears on the daily Cash Applied Report to action a partial refund.

There are **no** transactions to be processed in ebs when processing a Void transaction.

To complete a Void transaction

- log in to the Quickstream portal, either:
 - select the Dashboard tab; then **Recent Transactions**
 - select [View your last 20 transactions](#) and look for the receipt**OR**
 - select the **Transactions and Reports** tab then
 - select **Find or Refund a Transaction.**



- search for the payment Receipt Number
- select the link under the relevant Receipt Number, (the parent/carer must be able to give you the receipt number and amount).

You will only see the **Void this transaction** button if the payment has not yet been processed.

NOTE: (If you see the word **Refund** instead then the school has already received value for the payment and it **cannot be voided**. In this instance, you will need to refer to Refunds in the following section to process a Refund to the payer.)

- the payment details will be displayed, verify these with the parent/carer before selecting **Void**
- confirm **Void** to proceed

Receipt Number:	1013308107
Total Amount:	AUD 40.00
Status:	Voided
Response:	Customer cancellation (17)

- enter the parent/carer's email address and select **Send** to issue a confirmation that the transaction has been voided

* Send receipt email to: **Send**

- select **Print Receipt** and file this printout with the day's transaction report. Confirmation that the email has been sent will be shown on the Void Summary

Void Confirmation	
Dear Sir/Madam	
Your payment to [REDACTED] Public School has been voided, and you should not be debited for this payment. Please retain this receipt as confirmation that the payment has been voided.	
Receipt Number:	1013533524
Payment Time:	05 May 2016 14:04 AEST
Status:	Voided
Response:	Customer cancellation (17)

- file the printout with that day's Cash Register Management Report
- the paperwork is to be verified by the principal as described in Finance in Schools Handbook (FISH).

Refunding Transactions

A **refund** occurs after the funds have settled, ie the funds have been transferred to the NSW Government Schools bank account.

NOTE: Refunds must be approved/authorised by the principal or delegate.

If a parent/carer contacts the school any time after 6pm on the day the payment was made, the funds **will be settled** and a total or partial refund can be processed by the school. This refund will show up on the daily transaction report as a **negative** amount (eg-\$25) the day after the refund is processed.

NOTE: The daily Cash Applied Report total will be the total of payments received minus any refunds.

Where a payment has been made and a refund is required, the refund **must** be processed against that same card and **cannot** exceed the amount of the original payment. Refunds **must not** be processed against any other payment method if the original payment was made via POP.

Where a card is no longer valid or the request is greater than 220 days refer to FISH [Chapter 7 – Receipting and banking: section 7.16 – Refunds](#).

A refund must be made first in Quickstream AND then in ebs.

The entire payment **must** be entered in ebs **prior** to processing a refund.

NOTE: Process ALL transactions to ensure banking reconciles.

To complete a refund in the Quickstream portal:

- select the Transactions and Reports tab
- click on [Find or Refund a Transaction](#)
- select **Reference Number**
- enter the relevant receipt number (*supplied by parent*)
- select the **Search** button and click on the receipt number and the receipt will be displayed
- select **Refund** and enter either the whole amount or the partial amount to be refunded
- insert the reason for the refund in the **Comment** box, select **Refund**
- confirm that you want to process the refund by selecting **Refund**
- the Refund Summary will then be displayed.

Confirm Refund

Please confirm that you want to process this refund.

Refund Details

Customer Reference Number:	1012933981
Payment Amount:	AUD -60.00
Supplier Account:	MACQUARIE MINT 033-031 267497 (24108995)
Cardholder Name:	s summerville
Credit Card Number:	444433...111
Expiry Date:	01 / 19

The refund summary **must** be emailed to the parent by entering an email address in '**Actions**' and selecting '**Send**'. Confirmation of the sent email is displayed at the top of the Refund Summary.

* Send receipt email to: **Send**

Transaction Details

✓ Email has been sent to Janallington@gmail.com.

Receipt Number:	1013533525
Total Amount:	AUD -120.00
Status:	Approved
Response:	Approved or completed successfully (00)
Transaction Time:	05 May 2016 14:09 AEST
Transaction Source:	QuickWeb
User:	Valerie Cornwell (VALERIE)
Comment:	Did not attend

- select **Print Receipt** to view and print the Refund Confirmation
- a copy of this confirmation is to be kept with this report
- file this receipt with the days Cash Register Management Report.

Refund Transactions in ebs

Click on the link for instructions:

- [LMBR Training](#)
- this must only be done after it appears on the daily **Cash Applied Report**
- ensure you note the reason for the refund on the SAP Finance04 – Cancelled Receipt and Refund Report

When a refund has been processed, the following day's daily email will show the day's transactions as a **net amount** ie the total of the day's payments less the amount of the refund.

- If a refund was processed and the payments received were **less than** the refund transaction, the amount will show as a **negative (-)** on the daily email.

Payments over 220 days old may be refunded in line with [FISH Chapter 7 Receipting and banking: Section 7.16 – Refunds](#)

How to process a payment made to the school in error

There may be times when a payment is made to the school in error. This could be for a number of reasons including the parent choosing the incorrect school. If this occurs the following corrective action should be taken:

The Payer should be contacted using the contact details on the Quickstream report.

NOTE: The total amount must first be receipted into ebs using the Unknown POP GL 212015. Once the payer has been contacted a refund is processed in Quickstream. Only when the refund is showing in the Cash Applied Report can the refund be processed in ebs.

Support for Schools

Contact: **EDConnect:** Ph. 1300 32 32 32 or log an online query

Contact: Ph. 1300 726 370 or Quickstream@qvalent.com for technical issues with the Quickstream portal