



Frequently Asked Questions – School Cash Online

1. What is the purpose of School Cash Online?

School Cash Online offers parents the convenience of making online payments for their child's field trips, pizza days, milk program, agendas, yearbook, spirit wear, school fundraising, etc. Using this method of payment will help eliminate the need to carry cash to schools and thereby reduce bullying, theft and cash misplacement.

2. How does School Cash Online benefit Parents?

School Cash Online provides parents with access and convenience at any time to pay for students activities. Parents will receive email notifications of upcoming events and items, and be able to maintain an electronic receipt history for items purchased. Parents will have the opportunity to pay for multiple items for their child all at once with ease, using a secure website.

3. Is the School Cash Online software secure?

It is top priority to keep your personal information safe. School Cash Online will never contact you by phone, email or mail to ask you to divulge confidential information. School Cash 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 or any computers or other devices.

School Cash 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), which provides an actionable framework for developing a robust payment card data security process. This ensures that all information is appropriately encrypted and not transmitted outside a PCI-safe environment.

It is important to note that although School Cash Online facilitates the transactions as a service provider, it is the tier one chartered banking partners, and not School Cash Online, that sends money from parents to the school via a secure industry leading electronic funds transfer (EFT) process. In addition to PCI compliancy, School Cash Online has completed its Canadian Standard on Assurance Engagements 3416, transmits data using HTTPS (secure internet protocols), and has established internal risk protocols that are constantly improving based on new technology available.

For more information on how School Cash Online protects your personal information, please see the Security Specification and Compliance document available on our Parent page.

4. Are all Schools using School Cash Online?

School Cash Online is available to all of our Schools and a number of them are already using it. It has been recommended that all of our schools take advantage of this functionality within the software.

5. Why does School Cash Online need my email address?

- For your username to log into the system
- To email you a receipt for payments made
- To allow you to receive email notifications of new events and activities made available for purchase

6. Can each parent have a separate account?

Yes, School Cash Online was designed for parents, grandparents and guardians to have individual accounts. The student can be added to a maximum of **5** different accounts. Once an item has been purchased by one account, it will disappear from the other account(s) to avoid double purchases.

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

If the student is moving to another school within DDSB, the items for the student will automatically be updated to reflect the new school.

If the student is moving outside DDSB, the student will be de-activated in School Cash Online.

8. What methods of payment are available?

There are three methods of payments: eCheque, Credit Card (VISA and Mastercard issued by Canadian financial institutions), and myWallet.

9. Will I be charged an implementation or processing fee for using my Credit Card?

All fees associated with the implementation and processing of credit card payments will be covered centrally by the Board and will not be passed on to the parents or the school.

10. What is eCheque?

An eCheque is an electronic version of a paper cheque used to make payments online. Anyone with a chequing/savings accounts can pay by eCheque through School Cash Online. When paying with an eCheque, the transaction will be held as pending until the electronic funds have cleared your bank.

School Cash Online does not store your eCheque information for security reasons. Therefore, parents must enter the information each time they checkout. It is suggested that you keep a voided cheque nearby for quick reference when paying for items using this method.

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

Most payments are deducted within three to five business days. This also depends on your individual banking institution.

12. What is myWallet?

myWallet is an online wallet that can be loaded to hold funds and pay for items online. It also allows you to allocate funds to pay for school fees at a later date, as you would with a gift card. It offers you a secure alternative to traditional payment methods without the need for you to enter the payment information multiple times.

13. How do I use myWallet?

- Go to our district's School Cash Online portal page (<https://ddsb.schoolcashionline.com>)
- Click the **"Sign into Your Account"** button and enter your email and password
- Select the myWallet tab, click **"Add Funds to myWallet"** and use an eCheque or Credit Card to load funds into your myWallet account. (It may take up to 7 days for funds to become available to pay fees when using an eCheque)
- Once your funds have been made available, add all your items to your shopping cart, select the checkout option and select myWallet payment method to make purchases.

14. How can I obtain a refund from myWallet?

Funds transferred into myWallet do not expire and remain available for purchases until funds are fully drawn down. Refund requests for unused funds can be made at any time by submitting a request to mywallet@kevgroup.com. Your request must include your Username, First and Last name, and School Board Name.

15. I paid for an item online, but now my child is no longer attending or no longer requires the item, how do I obtain a refund for that item?

If you paid for an item that your child no longer requires and you would like a refund, you must contact your school's Secretary and request a refund. If you paid by eCheque or credit card, the funds are electronically transferred back into your bank account or credit card. If you paid by myWallet, the funds are electronically transferred back into your myWallet account.

16. How will I know if my payment was successful?

Once you have reached the payment receipt page, your payment was successfully completed. If you are in any doubt as to the success of your payment, select the "*Payment History*" tab to view any payments you have made up to date. *Keep in mind that it may take up to 3-5 business days for your transaction to be processed.

17. 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 keyed when paying by eCheque or loading myWallet
- 2) There were not enough funds in the account to pay for an item

When a rejected payment occurs, both the parent and the school are notified by email. The parent must clear up the rejected payment by logging back in and re-submitting payment for the item or by bringing cash/cheque into the office to pay for the item. When a rejected payment occurs, the parent will not be able to purchase/shop for other items until the rejected item has been cleared.

If you have had a rejected item and no longer wish to purchase that item, you will need to contact the school Secretary and have the item deleted so that you can continue to shop and purchase new items.

18. Can I still pay by cash or cheque instead of using School Cash Online?

Although online payments are our preferred method of payment, all of our schools will continue to accept cash or cheque.

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

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