

## Parent Frequently Asked Questions

The following questions will assist in understanding how the service operates.

### Fees and charges

#### **Why am I charged a per deposit fee?**

To assist in covering bank merchant fees, bank and credit card per transaction fees, MSA service staff (Help Desk) and payment gateway infrastructure to meet strict Australian banking guidelines.

#### **When is the fee applied?**

Each time you make an online credit card or b-pay deposit.

#### **Are there any hidden fees?**

No. Once you have deposited funds all spending from the account whether at school or online is included free. There are no establishment, account maintenance, support or other fees. The schedule of fees charged is available for review once you have logged in (under Help).

#### **Am I charged for making an online order or payment?**

If the order or payment is made using the funds you have deposited into your account then there are no fees. If you are making payment with credit card or b-pay then the standard deposit fee will apply.

### My Account and Deposited Funds

#### **Where do my deposits go?**

Your school holds and banks your funds into their school bank account.

**Can I get my money back?**

Please consult with your school with regard to their refund policy.

**Where can I check my account balance?**

The simplest method is to login to your account. You will see your available balance on the main screen. Your balance is displayed as available funds.

**Why is the money I just deposited not showing up in my web account?**

There are 2 possibilities:

1. Your bank authorisation has not been processed noting that for credit card you will see the updated amount the next day, (Note the funds are available at school within 1 hr). For B-pay this can be up to 3 x working days, Note for B-pay funds are available at the school within 1 x working day).
2. The web page connects to the school each day at 5.00am. If the connection is not made (for any technical reason), then the account will not be updated. We suggest you check in again the next day.

If after a couple of days the funds are not showing, then please email details of the account and transaction to [support@mystudentaccount.com.au](mailto:support@mystudentaccount.com.au)

**Can my son or daughter check the account at school?**

Yes. Students can find out there account balance by swiping their ID card or checking their balance at any school point of sale terminal. For schools that use PaperCut, (integrated copy and print), students can login to their PaperCut account to see both their main "My Student Account" balance and their "PaperCut" copy and print balance. Some schools have created a student home page where the students can see their balance and last few transactions on the school intranet.

**Can I limit or prevent spending?**

Yes. You can login to your account, click on "Maintain Accounts" under the left hand side main menu and then select the account you wish to edit or change. On the first page you will see a box where you can enter a daily spend limit. Typically parents might set this at a reasonable amount. Should you wish to prevent all spending this can be set at \$0.00.

**Can I transfer funds between my children?**

No. At present we do not support this due to security concerns of possible fraudulent transfers.

**Can someone else spend money from my account?**

No. Your account has a number of safeguards to ensure integrity and security. At school, typically each student is provided with a school ID card which is used to make payment, so without this card the student may not be able to purchase goods and services. In addition to the card, the system maintains details of the account including name and photo. The name and photo of the student appears to the serving staff operator each time a student makes a purchase to ensure the correct student is purchasing the item or service.

**Can my student buy for someone else?**

Yes. We know that many students will pay for items on behalf of other students that may not have sufficient funds on their account.

**What if my child says they did not purchase an item listed on the reports?**

Parents should trust the integrity of the system and school serving staff however mistakes can occur, where for example a button on the POS has been pressed in-correctly. Please educate your son or daughter to take the same care and responsibility as you would when purchasing at any retail store by knowing the cost of the items purchased and checking the displays on the POS before authorising payment.

## Transactions and Reports

### **Can I view all transactions and spending?**

Yes. Once you login to the main account page, the second button on the right of you Available Balance (Under "Actions") shows every transaction for the past 3 months. Both the school and MSA maintain back up data should you require transaction details older than 3 x months.

### **Can I get PDF reports emailed to me?**

Based on school policy, the onsite database and management software enables creation of consolidated history reports which can be provided upon request.

## Restrictions and Alerts

### **Can I create a message alert or allergy alert to the school?**

Yes. Log in to your account and click on the "Maintain Accounts," (heading on the left menu) to configure settings. By stepping through the process you will be asked if you wish to add any alerts or messages.

### **How does the message work?**

Messages and alerts are displayed each time your student makes a purchase. An alert message, e.g. allergy warning is displayed in large bold red text to alert operators of the importance.

### **When should I restrict items?**

Most schools operate healthy canteens therefore restrictions are not generally needed however should you wish to restrict specific items you can.



# my student account

## **Can I restrict an item for specific day?**

Yes. By clicking on the item the day you wish to restrict and then removing the restriction at the end of that day.

## **How are restricted items blocked?**

The list of items you view online is directly integrated to the school point of sale. By restricting an item, the software creates an item flag against the selected account. When the account holder tries to buy that item, the flag launches an action to the operator that the item has been restricted and automatically removes the item from sale.

## **Can my allergy warning be trusted?**

Most schools will have a number of systems in place to identify and help protect allergy sufferers. The MSA warning system is simply an additional tool to assist in this protection plan by warning and advising the school serving staff.

## **Online Ordering**

### **When I click on the link I can't access any online ordering services?**

Online ordering is an optional service offered by MSA that your school may not have subscribed for.

### **What can I order online?**

This is dependent on your school. You can view the list services after clicking on the "Create Order" button.

### **Do I need money in my account to order online?**

Yes. Although you can during the process add additional funds using credit card. We do recommend you ensure sufficient funds have been deposited prior to commencing the online order process.



# my student account

## **Can I create a repeat order for say, every Friday, for 1 month?**

Currently you can create a pre-order for every Friday of the month. We are considering development to allow a method to easily repeat orders by specified period.

## **Can I see my recent orders?**

Yes, under recent orders history on your main online ordering page.

## **Can I create a favourites list that I can quickly view and re-order?**

Yes, under the favourites list on your main online ordering page.

## **What is the Order Cut-Off Time?**

Each school service location needs time to prepare your order and make ready for delivery or pick-up. The order cut off time shows you the time that orders for that day can no longer be placed due to in-sufficient time to prepare.

## **How do I find an item quickly from the long list of items?**

Above the items list, you will see a box with an arrow. When clicking on the arrow a list of products by category e.g. Drinks, Sandwiches, etc is displayed. By clicking on the category you need, the system will take you to the listed products.

## **Should I print my receipts?**

We would recommend for large purchases where you or your son or daughter might be picking up, that you take your receipt for confirmation. As with onsite transactions every online order made is logged in the system and reported with all other transactions so you can view and keep a complete account history.

## **What happens when I submit my order?**

The order is sent to the selected location or school service provider. Typically tuck shop operators will want to commence preparation all orders for the day around 8.00am. Other areas will view and prepare periodically.

Preparation requires the school operator to process your order as received, which then prints a list of all orders and items and a separate label with your order details e.g. student name, student number, class and a list of ordered items, which is then affixed to the school supplied order bag.

### **What happens if I cancel an order?**

Orders can only be cancelled the night before they are required. The system sends all orders to the school service provider around 4.00am each morning. Therefore, cancelling an order at 7.00am will cancel it from the MSA web service but as the order has already been sent to the school, we cannot guarantee it will be cancelled. Therefore we recommend you alert the school service provider by email or phone in this instance.

## **Need Help?**



**Phone:** 1300 369 783

**Fax:** 1300 138 015

**Email:** [support@mystudentaccount.com.au](mailto:support@mystudentaccount.com.au)