

May 2016

Introducing Tucasi Schools Cash Office

Dear Parent

At Sponne, we use **Tucasi Schools Cash Office (TSCO)**, a web based payment system, to receive all payments in to school. We always like to help make parting with your money easier and we hope that you will benefit considerably from this facility. For each child, you will be issued with a unique online link code.

Many parents have already welcomed the certainty that money paid using TSCO has reached the school quickly and safely. It means that the students no longer have to take responsibility for carrying money into school with the many risks that this entails – not least of which the cheque or worse the cash, gets lost, stolen, used elsewhere or just forgotten to be handed in!

TSCO is easy to use and offers you the freedom to make payments whenever and wherever you like 24 hours a day, 7 days a week. At no time are card details stored in any part of the system. It enables you to view all the items available to each of your children along with relevant costs and supplementary details.

This leaflet contains all the information I think that you will need once you have been issued with your unique link code. If you do require further assistance please contact one of the Finance Support team listed on the reverse of this leaflet and we will be happy to help.

I look forward to receiving your money shortly!

Yours faithfully

Sue Wagstaff
School Business Manager

This Fact sheet includes details of how to:

- ◆ **Get started**
- ◆ **Make a payment**
- ◆ **Merge accounts for more than one child**

GETTING STARTED

1. Log on to www.scopay.com/sponne or through the link on our school website www.sponne.org.uk
2. **Click on register as a new user**
3. Enter your email address and a Password of your choice and confirm
4. Enter the online Link Code (on Activation Letter)
5. An email will be sent with a link for you to verify your details and activate your account, if this doesn't show in your inbox, please check your Junk Folder

Need more help? See the detailed instructions for 'activating your account' overleaf.

Activating your account

1. Log on to www.scopay.com/sponne or through the link on our school website www.sponne.org.uk (be careful when entering UPPER and lower case letters especially (l) for lemon and the number 1 and zero (0) and the letter (O or o).
2. **Click on register as a new user.**
3. Enter your email address and a Password of your choice and confirm. If you have more than one, please enter the one you would like all TSCO notifications to go to including reminders, Information and payment options.
4. Enter the online Link Code (on Access Letter) and once activated, an email will be sent with a link for you to verify your details and activate your account, if this doesn't show in your inbox, please check your Junk Folder.

Well done - your account is now activated and you are ready to start making payments

What can I pay for?

You can pay any money due to the school through this method including Music Fees, School Trips, school dinners i.e top up your cashless catering account.



Making a payment

1. All payment items due will display in the right hand side of screen 'Quick Links'.
2. If you want to see child specific items click on the tab with the name of the student.
3. Click on the name of the trip (highlighted in green), enter payment amount, tick the consent box, then add to basket.
4. Click '**Checkout**' - you can remove any items you have added by mistake or edit the amounts you want to pay by clicking '**edit**', '**delete item**'.
5. When ready to pay click '**Checkout**' and you will make Payment through Worldpay. You may be asked to check out 2 or 3 times if paying for multiple items as the school uses different bank accounts depending on the activity.
6. Enter your Credit/Debit card details and click '**Make payment**'.

What cards can be used?

TSCO accepts MasterCard and Visa credit cards and Maestro, Switch, Delta, Electron, Solo and Visa debit cards.



Charges

We do not intend to pass on the individual transaction charges to parents so the service is free to use. However, please note that where refunds are required due to parental error, we will need to pass on to you the 50p processing charge applied by the bank.



Merging Accounts

You will be able to create a single account which you can add all your children to.

Activate and login to the account you want to add your other children to, this will become the only account you use in future;

1. Once in the TSCO system, at the top of the screen, click on **Your Account** then Click on **Link Pupils**.
2. Enter the **Online link code** for the second sibling (and subsequent children) provided by school then Click on **Link Pupil**. You will now be able to make payments for any pupils linked to this account.

Please note that the Homepage will always default to the student who was registered first.

Quick guide to the tabs in TSCO



Home Page	Contains a brief overview of all trips/services for all children linked to account with Add to Basket payment system and ' Quick Link ' box to items for payment and access to checkout.
View Items	Overview of trips/services available.
Your Account	Edit Address & Login details. Link Students to account. Order History to see what has been purchased (including Canteen). Contact Preferences and any Payment Agreements entered into with TSCO.
Checkout	Any items added to your basket ready to be paid for (link to checkout).
Contact	School Contact details.
School Shop	You can purchase revision guides and equipment via TSCO.

Quick Tips

PCs and Laptops are more reliable than held-hand devices when viewing items in TSCO and making payments. However, if using a hand-held device and given the option, select to show 'full screen'.

When making payment for a number of different items e.g. cashless catering, music tuition and a school trip, you may need to make separate payments for each. This is because the payments are made into different bank accounts depending on the activity and therefore the system can't accept multiple payments at once.

Please allow up to 24 hours for a school trip/activity to become available to view on your child's account from the initial email notification.

There is a delay of several hours from topping up a students' cashless catering account to the time the credit is viewed in school; please top up balances the night before wherever possible!

When purchasing more than 1 of the same item e.g. concert tickets, please enter the total amount payable (e.g. for 2 tickets @ £4.00 enter total £8.00). The school will be able to view the payment and record the purchase of 2 items whereas TSCO will not acknowledge this.



Frequently Asked Questions

How do I use TSCO?

We will issue you with a unique online link code. Just go to www.scopay.com/sponne and login with the details given to you by the school.

Is it safe to make payments on the internet?

YES. In fact, it's as safe to pay online with TSCO as it is to use your credit card in a shop or over the phone! TSCO uses leading technology to process your credit/debit card transactions securely. All communication with the bank is encrypted (jumbled up so no one else can read it). Neither TSCO nor the school have access to your card details and your card details are never kept by TSCO or the school.

How can I check that it's secure?

Standard website addresses begin with 'http' whereas the address for a secure site will always begin with 'https'. You will also see a 'padlock' at the bottom right of the screen. **Never** enter your card details or personal data on any web page whose address does not start with 'https'.

What about our personal information?

TSCO uses a very limited amount of information about you and your child solely for the purpose of administering your account; we do not share or give information to any other organisations. We operate under strict guidelines set out by the Data Protection Act 1998, which ensures the protection and care of personal information. This means that any information you give us electronically will only be used for the purpose that you intended.

TSCO will **NEVER** contact you by phone, email or post and ask you to divulge confidential information like passwords or card numbers.

I do not have a home PC so

If you want to use TSCO but don't have a PC at home try visiting your local library or internet café or ask if you can use the school's computers after school in our Learning Resource Centre.



NEED MORE HELP?

If you need any assistance with activating or accessing your account, how to use any of the functions of TSCO or just have a general enquiry, please contact one of the Sponne Admin and Finance Team at the school on 01327 350284

Finance Manager	Diane Simpson	ext 106
Accounts Manager	Sonya Acourt	ext 103

or you can email us by using the format of our initial plus surname@sponne.org.uk i.e. swagstaff@...

**We look forward to receiving your
money shortly!**