Online ordering and credit card payment option available for Student Concession SmartRider cards

Introduction

In response to schools who do not wish to take payment for SmartRider cards, or maintain the use of the IDCapture ordering software and complaints from parents who say a money order actually costs more than the $5 required to pay for the card, Monitor WA has developed an online ordering and payment system for the purchase of student concession SmartRider cards.

Method

Parents would go to our securely hosted web site, select the school their child is attending, key in the first name, Surname, and DOB of their child. If their details are found they will be taken directly to the secure Credit card payment system. If not found, they will be prompted to enter all required information before being entering the payment section.

The SmartRider card will be printed as normal (as per your school's current registered card design) and sent directly to the school, to be handed out to the student. Cards ordered and paid for through this method, will be clearly identified on the reports sent with the cards, in- case the school has also ordered other cards, through any of the other methods available.

Who is this for?

1. Schools that do not want to handle money, or have very little I.T support and currently have difficulty using and managing the IDCapture, or SIS ordering system.
2. Parents who want to order cards manually but don't have a personal check account and have to get a bank check or money order will now be able to pay through credit card.

School responsibility

The school would need to distribute the cards to the student and simply tick the box on the report that arrives with the cards, to show they have handed the card out. We recommend that these reports are then retained in a binder for future reference if required.

The school will not be held responsible for any lost cards or payments in any way.   All enquiries should be directed back to the PTA info line or Monitor WA directly.

NOTE: Only schools that send back the attached form, to agree to participate in this ordering method, will be available for the parents to select on the web site. New photos or changes to any details will not be available through this system and students must have their photo taken and updated by the school if they wish for this to be changed. This web ordering system can be used in conjunction with any of the current methods in place, and all cards ordered through this system will be clearly identified in the documentation that accompanies all card orders.

Individual's identity security

The web site used to order online is an SSL secured website. Monitor WA has further secured the student's information by only storing a minimum of data on this site. Only a student's Name and DOB are kept on the site for re-order options. No personal address details are kept on this site. If a student is required to enter all their details (new card orders), the details they enter are removed once the data transfers to the bureau for the production of the card.

Credit card security

The payment process is handled by eWAY who specialise in online payments and is a reputable, established Australian company. More information on eWAY can be found on their web site www.eway.com.au

Fill in and fax this page to monitor, to agree to participate

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Fax to: 9240 7122
or
Post to: Monitor WA, P.O Box 10, Westminster WA 6061

I understand what is expected and agree that our school will allow parents to order cards through this method

Contact Name: _____

School Name: _____

Email Address: _____

Signed: _____   Date: _____

(on behalf of the school)