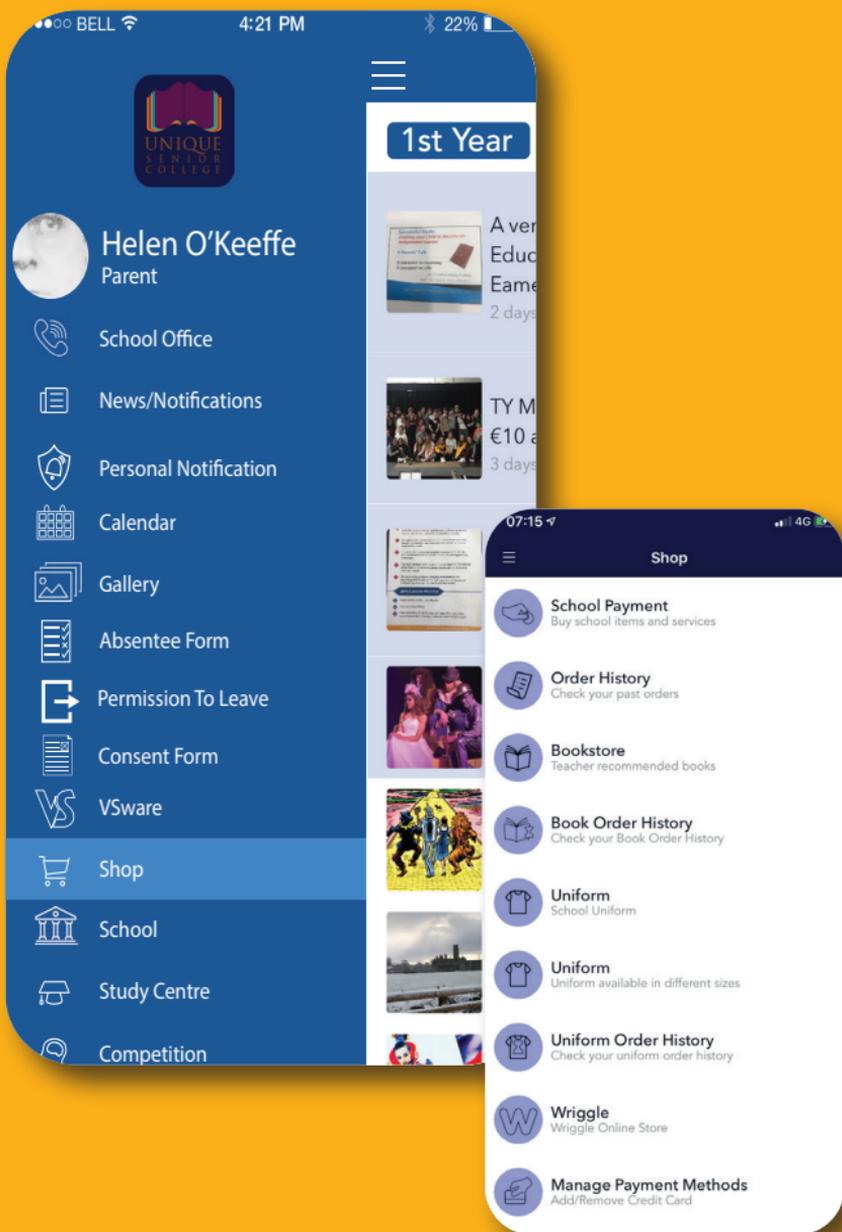


Unique Pay

Payments made simple!



Unique Pay is a payments solution designed by Unique Schools to allow schools collect payments from parents in a seamless, frictionless three click journey through their school App. Once you are logged into the School App as a parent automatically see the payments system.

SHOP

All payments are included in the SHOP which can be found on the Home Menu. Select SHOP, then School Payment. You will see a list of items which you need to pay for. You will only see payments that are assigned to your student.

If both parents/Guardians have the App the payment will appear in both Apps. Once it is paid by one parent/guardian it will be marked as paid on both Apps.

How to make a payment

Making payments in the App is a simple process.

- Select The item you wish to pay for
- Select your student(s) you are paying for
- Add to Cart
- Select Cart from top right had corner
- Review payment details and Proceed to Checkout
- Payment – select Card you wish to pay with (or register new card)
- Checkout



Pay In Instalments

The school can offer the option for parents to pay certain items in instalments. This will allow the parent to pay for an item over a specified number of instalments. The number of instalments is determined by the school when the payment is set up.

Please be sure that you wish to make payments by instalments rather than one single payment as once this is set up it is time consuming and cumbersome for the school to cancel and unwind.

When you opt to make payments by instalments the system will take the first payment out immediately and the rest of the payments in the specified number of instalments each at a 30 day intervals. These will all be taken from the same debit/credit card that you set the payment up with.

If there is a difficulty taking any instalment during the period the system will notify you by email on the verified email that you registered with. The system will try to take payment up to 4 times in a 10 day period. If the payment is not successful after the 4th attempt the instalment arrangement will be cancelled. The school will contact you to make an alternative arrangement to pay any outstanding balance.

Reminders

The system will send automatic reminders for payments which are outstanding.

Opt Out

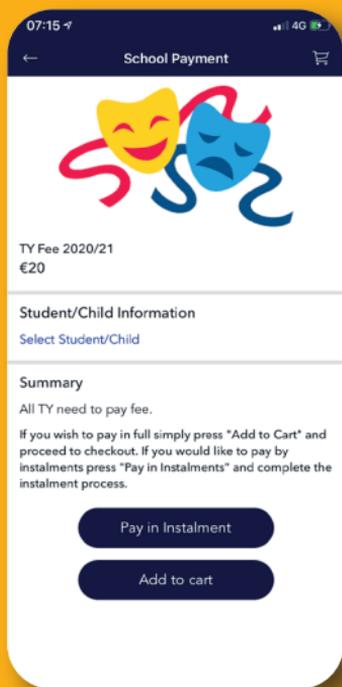
The school may “offer” a parent the opportunity for their student to participate in an event (eg evening study, make a donation, an optional student trip etc) and making payment for the item “confirms” participation.

However the parent may not wish to be included in the event and can “Opt Out” of the payment. This removes the payment from their SHOP and they will be marked as Opting Out of the item.



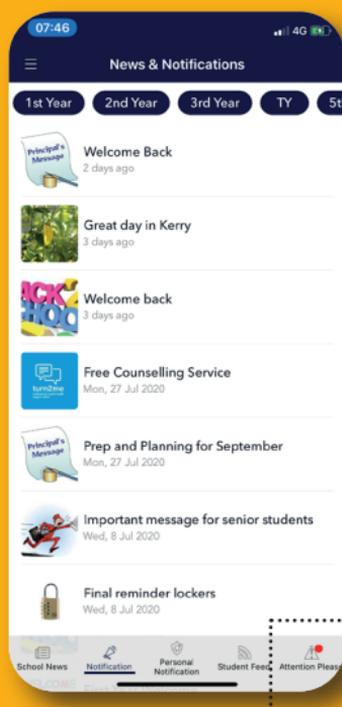
Alerted Notification

When a new item is assigned to you and published by the school you will receive an alerted notification on your phone. If you tap the notification it will bring you directly to the SHOP and open the specificities payment for immediate payment. You will continue to receive automated reminders on outstanding payments.



Dashboard – Attention Please

The App includes a personalised dashboard which is dynamic for every parent. The Dashboard can be found on the bottom menu of the News/ Notifications module. The dashboard displays a list of items which the school needs you to complete and submit to the school. These include Forms, SHOP items, Absence notes and late notes. If there are items outstanding you will see a red dot above the “Attention Please”.



Frequently Asked Questions

I cannot see an item

If you were expecting to see an item in your SHOP but it is not there please contact the school office. One of three things has occurred:

- The payment has not been assigned to your student. This maybe because your student is not expected to pay for this item or due to an oversight when the payment was assigned. The school needs to assign it and it will then appear for payment in your App.
- The date for final payment has passed and the item is no longer available for payment
- If the item is restricted to a certain number of students and this number has been reached it will automatically be removed from your SHOP.

I see the item but it is greyed out

Once you pay for an item you cannot pay for it a second time. The item will be listed in your shop until the date for last payment has passed or the school “unpublish” the item.

What have I paid for?

There is a full history of all items which you have paid in your SHOP.

My Card Details

You will need to add your card details when making a payment. You can choose to get the system to remember your card details to for future payments. Please note that your card details are help by STRIPE our merchant banking partner. Neither the school nor Unique Schools have any access at any time to your card details. STRIPE is a global merchant banking service set up by two Limerick entrepreneurs – well done Limerick!

What do I see on my Bank Statement

The payment will appear on your bank statement with the following narrative (please note the narrative will be slightly different depending on your bank):

*Unique App/Schools {SCHOOL NAME}
€ {amount}*



Help & Support

Please don't hesitate to email:

support@uniqueschools.ie

with any problem you are experiencing making a payment. A member of the team will respond within the same working day. ■