Step 11: Payment information

In QParents, you can view information about a student's paid invoices and any payments still due. To pay invoices you must be a QParents Account Owner. Delegated Viewers may be granted access to view student financial information but are not able to pay invoices using QParents.

Follow these steps to view payment information.

1. Log in to your QParents account. The **My Students** page will be displayed. If you are already logged into QParents, click on the **QParents logo** to return to the My Students page.

2. On the **My Students** page, click on the **student name** or click the **View student** button

3. The **student dashboard** will be displayed.

    Under the **Payments** heading on the student dashboard you will see:

    - a summary of outstanding payment information.

    - a message advising that there are no outstanding payments for this student.

    - a message advising that no payment information is currently available for this student.

    Details of payments that are due now or overdue will also appear here.

4. Click on the **View payments** button or the **Payments tab**.

    The **Payments** page is displayed. If payments are not available for the student, a message will display advising that no payment information is currently available for this student.

This page has two sections – **Payments due** and **Payment history**.

5. The **Payments due** section displays any invoices that have not yet been paid in full.

6. The **Payment history** section shows a record of payments made that have been processed by the school.

7. To view the payment information click on the ⌄ icon to display more details.

8. To hide the payment information click the ⌃ icon.

9. Both the invoice due date and invoice number are displayed.

10. To download an invoice, click on the **Download PDF** link. Please note: to view the invoice you will need to have Adobe Reader installed on your computer. Refer to **Installing Adobe Acrobat Viewer** if you need this software installed.

    If you are using a **PC with Internet Explorer version 9** or above, the message below will be displayed.

Select **Open** to simply open the invoice in Adobe Reader without saving it.

Select **Save** to save the invoice to a default location on your computer. If you wish to save to a particular location, select the **arrow** next to the **Save** button and select the **Save As** option. This will allow you to select the location where you would like to save the invoice.

Once you have saved the invoice the following message will be displayed. Click on **Open** to view the invoice.

The Invoice - 21778.pdf download has completed.   [Open] [▾] [Open folder] [View downloads]   [×]

Select **Cancel** or **click X** to cancel the download operation.

11. If the invoice has been paid it will appear as **Paid**.

12. To return to the **My Students** page select the **QParents logo** at the top of the screen, or select the **Back** button.

Online payments

It is possible for QParents Account Owners to make online payments against school invoices through QParents. The payments are processed through the Commonwealth Bank's BPOINT facility, and can be made using either Visa or MasterCard. To make an online payment:

1. On the **payments** screen, tick the box next to the invoice you want to pay. You can select more than one and pay multiple invoices at the same time.

2. When you select an invoice, the total amount owing will be pre-populated. If you wish to make a partial payment, you can edit the amount in this box and type in the amount you want to pay.

3. When you have selected the invoices and confirmed the amount you want to pay, click the **Pay with card** button.

4. On the next screen you are shown the invoice(s) and the total amount you are paying. If any information is incorrect, click **Cancel** and adjust the details.

5. Otherwise, enter your credit or debit card details. Only Visa and MasterCard are accepted.

6. Once you have entered your details, click **Pay**.

You will receive an on-screen notification and an email informing you whether the payment was successfully processed through BPOINT.

Please note that it may take several working days before the payment is processed at your school. In the meantime, the invoice will remain under the **Open** section on your Payments screen with a notice that there is a **Pending payment**.

You will be able to see the details of the **Pending payment** by clicking on the [v] icon for that invoice.

Open

Click on the **V** button to view additional information about an invoice.

To Pay	Due Date	Payment Reference	Amount			
☐	18 Feb 2014	2014Hospitality	$0.00	⑦	1 Pending payment	⌄
☐	**18 Feb 2014**	**2014Visual Art**	**$0.00**	⑦	1 Pending payment	⌃

Invoice Number: 17629
Original Amount: $20.00

Download Pdf

Pending QParents Payments

Payment Date	Transaction Confirmation	Payment Amount	
03/02/2015 1:05:38 PM	50905735263	$20.00	⑦

Once the payment has been processed at your school, it will appear under the **Payment history** section in QParents.