Frequently Asked Questions

WHO ARE WISEPAY?

WisePay is a trading subsidiary of Cavendish Communication Projects Ltd. Cavendish has approximately 18 years of experience in developing online payment systems for corporate clients such as Shell, Ferrari, Hewlett Packard and UPS.

For more information on WisePay's history and past experience, please visit their website: www.wisepay.co.uk

IS THE SITE SECURE?

Yes. All pages viewed on WisePay are encrypted using a 'Secure Socket Layer' (SSL) session.

SSL is an industry standard and is designed to ensure internet pages and sensitive information are not intercepted. When browsing using an SSL enabled site, you will see a padlock icon visible in your browser.

All payments are made through the SagePay Payment Gateway which adheres to the highest level of compliance under the Payment Card Industry Data Security Standard (PCI), including stringent fraud screening, SSL encryption and tamperproof data storage. This process is regularly audited by the banks and banking authorities.

Some of our WisePay web pages use 'Cookies'. A cookie is a safe, text only piece of data which WisePay uses to remember who you are as you navigate through the site; this cookie gets removed from your system when you leave WisePay.

Your card details are never stored by WisePay or the school.

WHICH CREDIT / DEBIT CARDS ARE ACCEPTED?

WisePay accepts all credit / debit cards with the following logos on them:

▫ MasterCard
▫ Visa
▫ Visa electron
▫ Visa debit

DOES IT COST ME ANYTHING TO USE WISEPAY?

If you use a Visa debit card, there is no charge. However as per most retailers, travel agents etc., your own card provider may make a small administrative charge when using a credit card, the charges are as follows:

Card Type	Charge
Debit Card	Free
Credit Card	1.50%

I AM TRYING TO LOG IN TO WISEPAY BUT IT DOESN'T RECOGNISE THE USERNAME AND/OR PASSWORD PROVIDED.

Once you have set up your account, the username and password are case-sensitive and must be input exactly as shown. If you have forgotten your password you will be able to recover it as long as you know the email address that you used to register for the site by clicking on the 'Forgotten Log In Details' button and following the instructions. If you are still experiencing problems please email: wisepay@eastbourne-college.co.uk

Please Note:
For prospective parents
The account that you create when registering your child can only be used for registration payments while you are a prospective parent. When your child then becomes a pupil at the College, a separate account will be set up and you will be provided with new a new login and password.

For current parents
Account details are issued for each individual child but once set up you can merge the accounts for all of your children that you have at Eastbourne College, allowing you to use a single account to pay for them all.

HOW DO I ADD / REMOVE ITEMS TO FROM MY SHOPPING CART?

Adding items to your shopping cart

To add an item to your shopping cart select the item that you want to purchase or pay for it by clicking on to it. The purchase price will automatically appear in the 'Price' box. Then, if you decide you want to make a payment for the item that you have selected, click the 'purchase' button. The Shopping Cart will automatically appear at the top of your page with your selected item added.

Initially only the registration fee and fees for current pupils will be available to pay online. Further items will be added to the system during the coming weeks.

<u>Removing items from your shopping cart</u>

If you wish to remove an item you have placed in your cart, simply click the 'Delete' button, next to the item you don't require. The item will be instantly deleted from your Shopping Cart.

HOW DO I PAY FOR MY ITEMS?

1. When you are ready to pay for your items, click the 'Proceed to Checkout' button. You will be taken to a page containing your details, which you must check or amend as appropriate.

2. Read the Terms & Conditions that are presented to you and if you agree with them, click 'I agree'.

3. Once you have done this, click on 'Make a Payment' and follow the on screen instructions.

4. Firstly, the total amount of your order will appear – double-check this is correct. Click on the relevant logo for the type of card you wish to use.

5. Fill in your card details in the relevant boxes.

6. Click the "proceed" button. If your card is registered with 3D Secure you will be asked to enter your card's account password (this is the password that you have set up with your bank or card authoriser).

7. Once your payment has been successfully made, a Confirmation Screen with a reference number will be displayed back to you. An email Payment Confirmation will also be sent to your email address.

HOW DO I VIEW MY TRANSACTION HISTORY?

Once you have logged in, click on the 'My Wise Account' button on the top right of the screen. Here you can view the last five transactions you have made.

HOW DO I CHECK / EDIT MY ACCOUNT DETAILS?

After logging in, click on "My Account". From here, you can check / edit your account details.

ANY FURTHER QUESTIONS?

If you still have an unanswered query, please email wisepay@eastbourne-college.co.uk

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