

Our College takes

Credit and Debit Card

Payments Online with **WisePay**



Have you tried how simple it is?

Go to our college web site for a link to our WisePay Payment Portal



All major credit and debit cards are accepted. All payments are highly secure.

Where to Start



WHO ARE WISEPAY?

WisePay is a secure online payment service that allows students and users, to make payments to their college using their debit or credit cards. Payments can include meals, trips, tickets, exam payments, book purchases, clubs, bus payments, sports or music payments - in fact, WisePay can facilitate any payments that you may be make to a college.

The WisePay service operates in hundreds of colleges, schools and academies across the UK. Our company has been in business for over 20 years.

WHAT ARE THE ADVANTAGES OF USING WISEPAY?

Using your debit or credit card, payments to your college can be made conveniently from home or anywhere that has an internet connection.

Payments can be made 24/7. You do not have to wait until your college is open and you do not have to write a cheque or find cash.

Furthermore, at any time you can see your payment history in your "Wise Account". Additionally, you can track every transaction that you make - again 24/7.

Your Wise Account also allows you to see your balances at anytime. This is particularly useful for, say, a trip that is being paid on instalments or for catering meal balances. You no longer have to call your college to ask about your balance or wait for a statement to arrive - you can see this information anytime at your convenience.

WHAT HAPPENS TO MY MONEY?

All money that you pay goes directly and immediately to your college's bank account. WisePay does not take or hold any of your money at all.

In some instances, if your college has chosen to contract its meal service to a third party (ie a catering contractor), your payments will go directly to them. Again, none of your money goes to, or is held by, WisePay at anytime.

IS WISEPAY EASY TO USE?

WisePay is extremely easy to use. It's visual and simple instructions are very quick and easy to follow, even for anyone who has never made an online payment or purchase before.

HOW LONG DO THE PAYMENTS TAKE TO REACH MY COLLEGE?

All online payments are made in real time, so the payment will be credited to your account instantly.

WHAT CREDIT OR DEBIT CARDS CAN I USE?

Payments to your college through WisePay can be made with all well known credit or debit cards. All cards that you would use in any high street stores can be used.

IS MY PAYMENT AND THE PAYMENT SITE SECURE?

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

WHO CAN SEE MY CARD DETAILS?

Neither WisePay nor your college can see or has access to any of your card details. Your card details are never stored by WisePay.

HOW DOES MY COLLEGE KNOW I HAVE PAID?

The finance personnel within your college are notified that you have made a payment. They know which student the payment is for, how much has been paid and the item(s) that you have paid for.

WILL I GET A RECEIPT FOR MY PAYMENT?

Yes, you will automatically receive a receipt directly to your email address for every payment that you make.

HOW DO I VIEW MY TRANSACTIONS?

Once logged in to your account, you can access your "Wise Account". Just click on the "Wise Account" tab on the top right of the screen. From here you can see all your transaction history, view meal money balances (if relevant) and change some of your account details, such as email address or telephone number. You can also change your password from here.

If your college is using a catering company to provide its meal service, the online payments that you make may go directly to the contractor rather than to your college.

All payments that you make will still show up on your meal account immediately in real time and you will see the transaction history in your Wise Account in the same was as all other transactions.

WHAT IF MY COLLEGE CANTEEN HAS TILLS?

If your college canteen has a till system, they are either operated by the college or a third party chosen by your college.

If your college chooses, WisePay automatically links to the college's canteen tills. Therefore, if you make an online payment using WisePay for meals, the payment details will be carried with you and will be available for you to spend in the canteen when you wish to make a purchase.

If a till system is in operation at your college, this is operated by a 3rd party and not by WisePay. Therefore, although WisePay can provide you with details of all payments that you have made online via WisePay, we cannot calculate the balances of your canteen purchases as WisePay does not know them.

WisePay can however, display purchases made at the tills, together with the cost of the purchases and the remaining credit available on your meal balance if the canteen tills are able to send this information to WisePay. If the canteen tills are able to do this, WisePay usually receives this data from the tills at the end of each day.

This is the only example where WisePay does not calculate the balances we are displaying but are instead displaying the balances received from a 3rd party. Therefore, it is the responsibility of the 3rd party to provide those balances correctly to WisePay.

WHO DO I CONTACT IF I HAVE ANY FURTHER QUESTIONS?

Your first line of any enquiry should be with your college's WisePay Administrator. They will contact WisePay on your behalf if they are unable to help.

WisePay - making it easier for students and colleges

WisePay
www.wisepay.co.uk