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Vertical Payment Solutions
Website: http://www.mycampuscard.com
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1 INTRODUCTION
Campus Online is the new way for parents to keep track of your children's spending at the school.

Student lunches can be ordered in advance
Parents (and teachers) can order student lunches or other meals from the canteen up to a month in advance. Campus Online is personal computer, mobile and PDA friendly, so the website can be accessed and administered by a parent from their mobile device! This means that busy parents are able to order their children's meals from the office, on the run or during the weekend, avoiding the mad morning rush before school to find money, lunch bags and a canteen menu.

Eliminate cash from the canteen
Canteen orders can be settled using the Campus card or through a virtual account held by the parent. No cash is required at the canteen.

Payment is only processed on the day of delivery. So, if a student is unexpectedly absent the order can be cancelled and no charge is made for the meal.

Menus can be managed easily
The canteen menu and item prices are managed directly by your school's authorised canteen operator. They can be updated easily using Campus Back Office administration software.

Improved inventory management
Canteen operators are able to log into Campus from the internet and check today's meal orders and future meal orders, helping them to manage inventory and menu planning.

Parents can control the types of food students order from the canteen
With Campus parents can ban their children from purchasing selected items from the canteen menu. If a student tries to purchase the item, Campus alerts the canteen operator and prevents the order from being processed.

This function is especially useful for students with allergies or on special diets.

Set spend limits for your children
Parents can set daily spend limits in Campus to avoid children spending more than their allowance. The limits can apply to all purchase points in the school or can be set by department.

2 ABOUT US
Campus provides cashless ordering and payment solutions for schools. Campus is easy to implement, easy to use, secure and cost effective.

Campus solutions are divided into modules that are all administered through a personal computer.

Campus modules give administrators the freedom to choose the tools which best suit their school's individual requirements. The overall solution is designed to integrate with existing school database management applications.

3 LOGGING IN/OUT
Using your web browser of choice, enter the web address provided by your school administrator into the address box of the browser and press enter. The administrator will provide an ID (Identification Number) and password so that you can log into the system. Enter the ID into the username field. If this is your first login, then enter your password in the password field as provided by the system administrator. If you have logged in before and changed your password as suggested, then you should enter the password you changed to.
4 HOME

On the Home screen there are three main sections. There are e-Account Balance, School Activities and Today’s Meal Orders. This screen is designed to give the account holder an overview of the account’s status.

4.1 e-Account Balance

The e-Account Balance section shows as current account balance. As the system is using real-time technology, this figure is accurate. To add money to this balance you need to follow the instructions in Section 5.2 Smart Card Top Up.

Smart Card Top Ups can also be done at the school. Please see the school administrator regarding the locations where this can be done.

4.1.1 Edit Account Rules

This is a short cut to Section 5.2 Smart Card Top Up.

4.2 School Activities

The School Activities section shows all of the current activities available at the school.

Please note that this facility is an optional part of Campus Online and therefore may not be implemented at all schools.

4.2.1 View All Activities

The View All Activities section shows a list of all current activities.

4.3 Today’s Meal Orders

The Today’s Meal Order section shows the current meal order for each family member. To change between family members the drop down box on the right hand side of the section has a list of all of the family members configured with Campus Online.

4.3.1 View All Orders

The View all orders button will display a list showing all of today’s and tomorrow’s meal orders for each family member. There is also the Other Orders section which displays all future orders up to one month in advance.

5 PROFILE MANAGEMENT

5.1 Edit Profile

The Edit Profile section allows the user to enter (and modify when necessary) their contact details. These contact details are those used for the low account balance alerts.

5.1.1 Contact Details

In the Contact Details section the user can amend the email address and hand phone (mobile phone) number used for low balance alerts. If the hand phone (mobile phone) number is not local then it is possible to enter in the country code for the overseas hand phone (mobile phone) number. The country code is not required when using local numbers.

The e-Account low balance notification limit is a configurable number which is used to trigger the low balance alerts. When the account balance falls below the configured limit then an alert will be sent by the system. The processing of alerts is done during the systems end of day procedure.

5.1.2 Alert Type

The Alert Type section is where the user can configure how they are notified when the family’s account balance drops below the configured limit. If the parent/guardian would like both an SMS and an email notification, then the “Both” option is required. The “SMS” option should be selected when the parent/guardian would like an SMS only. Please note that charges may apply for the SMS service and you should check with the school administrator as to what these charges may be. The “Email” option should be selected when the parent/guardian would like an email only.
To turn off all alerts, the “None” option should be selected.

5.2 Change Password

In the Change Password section it is possible to change the password used to access the family’s account. This should be done when the parent/guardian logs in to the system for the first time. To change the password the current password must be entered into the first field and then the new password needs to be entered twice, once in each of the next two fields.

If the password has been lost or forgotten the school administrator should be contacted. They will be able to reset the password.

6 E-ACCOUNT

6.1 Set Spend Limit

The Set Spend Limit section makes it possible to put a limit on each family member’s spending by location per day. Depending on the school’s setup there are varying locations that can be configured. Please check with the school administrator for clarification.

The first drop down box allows the parent/guardian to select a family member. The second drop down box allows a location to be selected. Examples of locations can be canteen, copier and library. Once both fields have been configured then the current daily spend limit is displayed in the Daily Spend Limit field. This can be changed to a new limit by entering the new limit and pressing save. By pressing on the reset button the field is cleared.

6.2 Smart Card Top Up

The Smart Card Top Up section allows the parent/guardian to top up the family account. This can be done using a number of different methods but the most common are credit cards and debit cards (internet banking).

This section will display the current account balance and a number of different monetary values to select to top up the account. Once the amount has been selected, the top up button should be pressed which will open a new window where the account type should be selected. Once the account type has been selected the Accept button should be pressed.

Once the Accept button has been pressed a Pop-Up window will appear displaying the Online Payment dialogue. Please check the country specific payment procedures for further information.

7 SCHOOL ACTIVITIES

7.1 New Activity

(Staff functionality only)

The New Activity section is used by a school staff member to create a new activity for the students. The following fields are displayed in the web form for creating a new activity:

- Enter Name of activity – This field should contain a suitably descriptive name for the activity.
- Enter full description of activity – This field should contain the appropriate amount of information describing the activity.
- Activity For – This field specifies whether this activity is for students or teachers.
- Payment Required – This field specifies whether the participants need to pay for this activity.
- Activity Supervisor – This field specifies who will supervise the activity.
- Select Date – This field specifies the date of the activity.
- Time (hh:mm) – This field specifies the time of the activity.
- Permission to be received by – This field specifies the RSVP date for the activity.
- Class – This field specifies the class(es) which will be participating in the activity.
• Cost of activity per participant ($) – This field specifies the amount of money required by each participant to take part in the activity.
• Number of participants – This field specifies the number of people that will be involved in this activity.
• Prerequisites – This field specifies the requirements needed for the activity. An example of this may be special clothing/footwear needed to visit a factory.
• Activity permission agreement – This field specifies the text that will be displayed when a parent/guardian chooses to grant permission for this activity.
• Location – This field specifies where the activity will take place.
• Transportation – This field specifies how the participants will make their way to the activity (if required).
• Special instructions for parents and/or participants – This field allows for any additional information that is required for the parents/participants.

Once the necessary fields are filled in then the save button should be pressed.

7.2 Edit/Delete Activity

(Staff functionality only)

The Edit/Delete Activity section is used by a school staff member to modify an activity for the students. When selected, all active activities are displayed in a list with the following information:

• Activity Name
• Activity Description
• Permission to be received by
• Cost of Activity per participant
• Class
• Maximum number of participants
• Special instructions for parents and/or participants
• Action

To edit an activity the pencil icon can be pressed which will display the following fields in the web form:

• Enter Name of activity – This field should contain a suitably descriptive name for the activity.
• Enter full description of activity – This field should contain the appropriate amount of information describing the activity.
• Activity For – This field specifies whether this activity is for students or teachers.
• Payment Required – This field specifies whether the participants need to pay for this activity.
• Activity Supervisor – This field specifies who will supervise the activity.
• Select Date – This field specifies the date of the activity.
• Time (hh:mm) – This field specifies the time of the activity.
• Permission to be received by – This field specifies the RSVP date for the activity.
• Class – This field specifies the class(es) which will be participating in the activity.
• Cost of activity per participant ($) – This field specifies the amount of money required by each participant to take part in the activity.
• Number of participants – This field specifies the number of people that will be involved in this activity.
• Prerequisites – This field specifies the requirements needed for the activity. An example of this may be special clothing/footwear needed to visit a factory.
• Activity permission agreement – This field specifies the text that will be displayed when a parent/guardian chooses to grant permission for this activity.
• Location – This field specifies where the activity will take place.
• Transportation – This field specifies how the participants will make their way to the activity (if required).
• Special instructions for parents and/or participants – This field allows for any additional information that is required for the parents/participants.
• Reason for Rescheduling – This field specifies why the activity has been rescheduled.

Once the necessary fields are filled in then the save button should be pressed.
To delete an activity the X icon can be pressed which will display a confirmation dialogue before removing the activity.

### 7.3 Current Activities

The Current Activities section is used to view all activities for the students. When selected, all active activities are displayed in a list with the following information:

- Activity Name
- Activity Description
- Permission to be received by
- Cost of Activity per participant
- Class
- Maximum number of participants
- Special instructions for parents and/or participants
- Permission – This field specifies whether permission has been given for the student to attend this activity.

### 7.4 Grant Permission

The Grant Permission section is used to provide consent for the student to attend an activity. When selected, a drop down box is provided so that the parent/guardian may select the student that is to participate in the activity. Once a student has been selected a list of activities is displayed. To grant permission for the student to participate in the activity the activity name should be clicked. A confirmation dialogue is provided which needs to be agreed upon. To accept the agreement the Accept Agreement button should be clicked. If not, Reject should be clicked.

### 7.5 Cancel Permission

The Cancel Permission section is used to cancel consent given for the student to attend an activity. When selected, a drop down box is provided so that the parent/guardian may select the student. Once a student has been selected a list of activities is displayed. To cancel permission for the student the activity name should be clicked. A confirmation dialogue is provided, to confirm the cancellation OK should be clicked.

### 8 MEAL ORDERS

#### 8.1 Enter Cafeteria

The Enter Cafeteria section shows the current meal order for each family member. To change between family members the drop down box on the right hand side of the section has a list of all of the family members configured with Campus Online. There is also the Other Orders section which displays all future orders up to one month in advance.

#### 8.2 New Meal Order

The New Meal Order section is used for parents/guardians to place new meal orders. In the first section displayed in the web browser the user can choose which family member they are ordering a meal for and for which meal of the day. The meal of the day is selected by clicking on the drop down box for Meal Delivery Time. It is also possible to view the entire canteen menu by clicking on “Click to view canteen menu”. The menu will be displayed if the school has uploaded it to the system. If not please see the canteen operator for a copy of the menu.

In the second section displayed in the browser each menu item is displayed showing the name, price, description and which days of the week it is available. There is also a special instructions box where the user may wish to provide particular instructions about the meal. Example would be cutting the crust off of the bread on a sandwich. The special instructions entry box is not available at all schools. It will only be visible if the school (or canteen operator) allows it.

Each menu item is selectable by clicking on the tick box next to the Order label. Once this is selected it is placed on the order. There are numerous pages of menu items available. To view another page there are
next and prev buttons at the base of the page. It is also possible to put the number of the page you want to jump to if you know the number. The user can place the number in the blank box to the right of the Go button and then click on Go.

There is an advanced search section in the middle of the section. To search for a particular food item, a letter that is contained in the name of the item can be put into the search field. A category must be selected before pressing search. There is also the option of selecting the sort order; the choices are by food item name or price; either of these sort orders can be displayed in ascending or descending order by using the radio button supplied.

To view the order the user can click on the view order button at the base of the page. On the view meal order page a summary of the items ordered is displayed and the days that they are available. The individual item price details are displayed along with a total. The user can change the quantity of a particular item by highlighting the current quantity and entering a new value. To finish updating the order the user can click the mouse on a blank part of the webpage. An item may be deleted from the order by clicking on the black X displayed to the left of the Amount column. Once the order is complete then user may select which days of the week this particular order is delivered on. This also depends on availability of each item. Now that the order is completed and its delivery days are selected the user should click on the Save Order button to store the order in the system.

8.3 Edit/Cancel Meal Order
The Edit/Cancel Meal Order section is used for parents/guardians to modify or cancel meal orders. At the top of the main display the cut-off times for each meal are displayed. Any changes made after that time will not be valid for the day.

The user may select the family member by name using the drop-down box. The current orders for the selected family member will be displayed below the drop-down box.

8.4 Restrict Card Usage
The Restrict Card Usage section is used to control which days the card can and cannot be used. The parent/guardian is able to select the family member using the drop down box in the centre of the screen. When the family member is chosen, the days that are currently restricted will be displayed with ticks in their boxes. To select a day to restrict the tick box must be ticked. To cancel the restriction, clicking on the tick box will remove the tick.

Once the days are selected for restriction, the save button should be clicked.

Restrict Card Usage can be used for providing incentives to the students. Example, a parent/guardian can allow the card to only be used on a Friday as a reward for good performance during the week.

9 REPORTS
9.1 e-Account Report
This report shows a detailed listing of all transactions that have been made on the family account. It shows the following fields:
- Location – This field shows where the transaction made.
- Date – This field shows the date the transaction took place.
- Time – This field shows the time the transaction took place.
- Terminal – This field shows the POS (Point of Sale) terminal where the transactions took place.
- Bill No – This field shows the receipt number for the transactions.
- Debit ($) – This field shows the amount taken from the account for the transaction.
- Credit ($) – This field shows the amount added to the account for the transaction.
- Remarks – This field shows text associated with the transaction. Example, it shows the name of the family member who was involved in the transaction.
9.2 Students Enrolled for Activity  
(Staff functionality only)

This report shows which students are enrolled in activities. It is possible to refine the report down to a particular activity or a particular class using the drop down menus. The staff member has the option of defining a date range to report on for activities.

9.3 Students Not Enrolled for Activity  
(Staff functionality only)

This report shows which students are not enrolled in activities. It is possible to refine the report down to a particular activity or a particular class using the drop down menus. The staff member has the option of defining a date range to report on for activities.

9.4 Meal Order Report

This report shows the meal orders (including all future orders) made for a particular family member on the family account. The parent/guardian is able to select a date range to see what meal orders were made. The report shows the following fields:

- Date – This field shows the date of the meal order.
- Item Name – This field shows the name of the item ordered.
- Price – This field shows the price of the item ordered.
- Quantity – This field shows how many of the items were ordered.
- Special Instructions – This field shows any particular instructions for the meal order.
- Amount – This field shows the total amount for the meal order.

9.5 Meal Order History

This report shows a historical list of all of the meal orders made for a particular family member on the family account. The parent/guardian is able to select a date range to see what meal orders were made. The report shows the following fields:

- Date – This field shows the date of the meal order.
- Item Name – This field shows the name of the item ordered.
- Price – This field shows the price of the item ordered.
- Quantity – This field shows how many of the items were ordered.
- Special Instructions – This field shows any particular instructions for the meal order.
- Amount – This field shows the total amount for the meal order.

9.6 Card Activity Report

This report shows the activity on the cards made for a particular family member on the family account. The parent/guardian is able to select a date range to see what card transactions were made. The report shows the following fields:

- Family Name – This shows the family members name.
- Bill Date – This field shows the date of the card transaction.
- Location - This field specifies where the card transaction took place.
- Terminal – This field shows the POS terminal where the transaction took place.
- Time – This field shows the time of the card transaction.
- Bill No - This field shows the receipt number for the card transaction.
- Item Name – This field shows the name of the item purchased.
- Price – This field shows the price of each item purchased.
- Quantity – This field shows the quantity of each item purchased.
- Amount – This field shows the total amount that was purchased.
10 QUICK LINKS

10.1 Cafeteria Meal Orders
This is a short cut to Section 7.2 New Meal Order.

10.2 School Activities
This is a short cut to Section 6.1 New Activity.

10.3 Reports
This is a short cut to Section 8.1 e-Account Report.

11 FAQ

11.1 What is the Campus Smart Card?
Campus uses the ISO 1443B and ISO 15693 standard which is a worldwide standard for RFID Contactless smart cards. The card looks like any standard sized bank or library card. It can be designed with your school logo and colours and can later be personalized with students’ photos, names and school identification numbers at time of issue.

11.2 What is the Campus Card user for?
The card is used to identify the owner at any Point of Sale. It can be used anywhere a RFID Smart Card reader can be installed to take payment. It can also double as the school ID card as photo and student details can be printed on the card.

11.3 What happens if I lose my Campus Card?
Don’t worry! No funds are stored on the card. All the funds are kept in a secure database at your school. Every smart card has a unique ID number assigned when it is manufactured. We use this number to reference the person it is assigned to. When the card is tapped at a Point of Sale (POS) we retrieve the student details and bill the sale to that person. If the card is lost we simply need to block that card and issue a new card. Each time the card is used we display a picture of the rightful owner of that card. As a second level of security the cashier can do a visual ID check to make sure the picture on the card matches the person presenting it. Parents can also use our Campus Online web page to set daily spent limits on the card to further reduce the chance of fraudulent transactions.

11.4 How do I add funds to my Campus Card?
There are a few different ways you can top up your Campus Card.
- Online If your local bank can provide an online payment gateway we can integrate our Campus Online web site with your bank and we can top up your smart card from within our Campus Online web site. This is all done from within your banks security parameters so no safety is compromised.
- We can provide online top ups via Pay Pal (www.paypal.com)
- With Campus Kiosk. We have a built in Bill Acceptor in our Campus kiosk. Students can do cash top ups from our kiosk at any time of the day.
- At any station equipped with the Campus Back Office software. This software may be installed on your PC in the library or uniform shop for example and cash deposits can be added to your card from this software.

11.5 How do I get more information on our Campus suite of products?
You may visit us at www.mycampuscard.com. Or you can email us directly at sales@mycampuscard.com and we will respond as soon as we can.

11.6 What size school is this suitable for?
There is no school to small or too large. Our product is very scalable and we will be able to cater for your requirements.
11.7 Does Vertical Payment Solutions only provide Smart Card systems?
NO! We can also provide many other school software applications such as Online payment solutions for lunch ordering, fee collection, Online uniform purchase, PDA applications for sales and attendance marking, kiosks, Uniform & Book Shop inventory management systems, Point of Sale for canteens, Printer Payment, Photocopy payment, Smart Card personalization software. We also do software customisations if you need an application for your school or university built that we do not already offer!

11.8 Do I need to issue a Campus Card to my students to use the Campus suite of products?
NO! We can use a Biometric Fingerprint solution instead for POS sales. Fingerprint identification is becoming widely used in schools around the world. No student fingerprints are stored in our applications. We simply store an algorithm of your Childs fingerprint. The software recognizes this fingerprint map each time the finger is tapped when requested to identify the purchaser.

11.9 Can I use my existing school card instead of issuing new ones to all the students?
Possibly. We will need to analyze your card to make sure it is compatible with our software. If the card uses the ISO 1443B or A or ISO 15693 standard then it is very likely we can reuse your card.

11.10 How does a family manage Campus card funds if there is more than one child in the family?
Each child can be issued with a card. As each card has a unique identification number assigned to that card spend limits and stock item purchase control can be assigned to each child differently. There controls are available from the Campus Online web page. When a parent makes a top up to the account the funds are stored against a family code in a database that resides at your school. Each Childs purchases draws from the one family funds pool. Campus online provides full reports of spending habits of each card holder down to the item level.

11.11 What are the hardware requirements for my school or university to install Campus?
This is best discussed with your Campus sales and technical team. It is possible to share Campus installation with existing school hardware to reduce costs depending on your ultimate goals and infrastructure.

11.12 How do I start using my Campus Card?
The Campus Card needs to be registered. Contact your school administrator for details about where registration should be done. Once the card has been registered for use, money needs to be placed on the card. To do this the student can go to the designated area (bookstore, reception, accounts), by using the Campus Card Kiosk or by going to the website.

11.13 Where is the money stored?
The money is not on your card. Your money is stored in your family account on a secure centralised computer server.

11.14 How does the Campus Account work?
Your Campus Account is a family account. No matter who puts money onto the account, or whose card is used, the money is drawn from the family account. It is possible to block cards and place daily limits on specific cards.

11.15 Who is in my Campus Account Family?
All Campus Cards that are issued to a family are connected together to form one account. This includes cards issued to the parents, students and even maids or drivers if you have maid or driver ID cards.

11.16 How do I control my Campus Card family account?
The key to successfully controlling your Campus Card family account is to use the website. The website can be used to do any of the following tasks:
• Put money into your family account.
• Control how much each family member can spend each day on an individual basis.
• Control how much is spent in each location for each individual.
• View each transaction on the card so that you can see what has been purchased.
• Set at what account level before the system sends out a warning to inform you that the account funds are getting low.

11.17 What do I do if I forget my Campus Card website password?
If in the event the password is forgotten or lost, please contact the school administrator to have it reset.

11.18 How do I know if my family’s account balance is getting low?
Go to the website and set the dollar level at which you get a warning. If the balance has fallen below the limit set on the website you will get an alert on a daily basis until the account has been topped up.

11.19 Does using my Campus Card have any costs that I may have to pay?
If you choose to receive a low balance alert via SMS there may be a charge. The charge details are described in the Section 4.1 Edit Profile.

11.20 What should I do if someone in my family loses their card?
Contact the school administrator and they will be able to block the card so that it can no longer be used. If the card is found (or handed in by someone else) the card can be made active again.

11.21 Can a card user get cash back from their card?
Users are not able to get cash back from their card once it is topped up. A family who is withdrawing from the school can have the balance of their family account returned by taking the parent’s ID card to the school administrator.

Please note that every school hasn’t different policies regarding cash back. Please check with your school if you are uncertain about their policies.