

FAQ - CASHLESS FEE PAYMENT

ONLINE FEE PAYMENT OPTION : TIS SCHOOL FEES

The Cashless System is the online platform where you can purchase pre-order meals, handle your e-Purse for online top-ups, transfers, cash purchases and generate reports. The Cashless System can be accessed through our Parent Portal by logging in with your FAM ID.

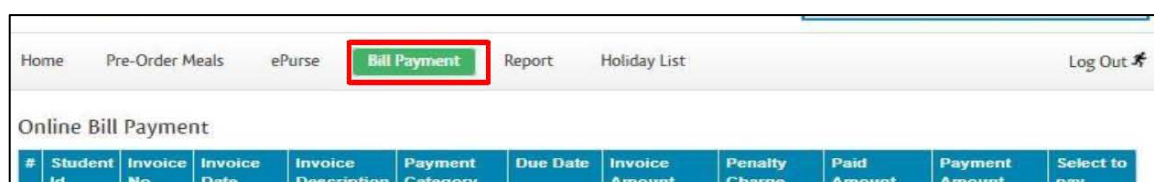
FAQ (FREQUENTLY ASKED QUESTIONS)

Here are some common questions and answers regarding fee payments online.

1. How do I find and access the Online Fee Payment options?

For fee payment using local credit card/debit card and online account:

Go to ‘Cashless System’ in the TIS Parent Portal, signing in with your Family ID (e.g. tis123456@pc.parent.tis.edu.my). Then, click on the ‘Bill Payment’ tab in the top menu bar of the Cashless System main menu.



2. Can I pay Termly fees and Full Year fees online?

Yes, you can pay either your termly or full annual fees online by following the instructions outlined in Question 1.

NB: Full Year fee payment is only available before Term 1 of the school year commences. Please refer to Question 3 for information on generating your full year fee Invoice.

3. Why can't I see my child's full-year invoice directly in the "Bill Payment" section of the Cashless System?

An invoice for your child's full year fees needs to be generated and uploaded into the Cashless System by our Finance Team. Therefore, you will need to inform the

Fee Collection team should you wish to use the credit card payment option for your full year's fee payment. They will then inform you when the invoice is available on the Cashless System.

4. Can I make the payment for one year's school fees in one transaction?

Yes, the current transaction limit set by our payment service provider is RM100,000 per transaction. Therefore, you should not need to make multiple payment transactions unless you are paying full year fees for multiple children.

5. Why was there an error message when I tried to pay for the whole year's fees at one time?

At the present time, PayNet restricts the transaction limit to RM100,000 per transaction. Therefore, you will receive an error message if your requested payment amount exceeds this limit.

6. What if I can't make full payment because the amount payable exceeds my credit card limit?

Please ensure your credit limit is sufficient before making your payment. If necessary, please contact your bank to change your credit card limit.

7. What cards are accepted by the Online Fee Payment facility?

We accept both locally and internationally issued credit card and debit cards (except AMEX), as well as direct debit (online banking), so you can select whichever option suits your preference.

8. What if I have more than one child in the school, but wish to make payment for one/selective child(ren) only?

From the Fee Payment screen in the Cashless System (after login), select the child(ren) that you want to make payment for by putting a ✓ (tick) in the corresponding box(es). *E.g. If you want to pay for Child A only, check the box for Child A only.*

9. What if I encounter problems during my transaction?

If you encounter a problem whilst on our "Online Fee Payment" facility, please contact our Finance Department:

- Kuala Lumpur Campus: accounts@kl.tis.edu.my
- Puchong Campus: accounts@pc.tis.edu.my

To expedite communication and help ensure your issue is resolved as quickly as possible, please attach the transaction reference ID and capture the screenshot of the error.

10. Are payments refundable?

Refunds are generally not permissible. However, it heavily depends on the circumstances. Please contact our Finance Department (Kuala Lumpur Campus: accounts@kl.tis.edu.my; Puchong Campus: accounts@pc.tis.edu.my) if assistance is needed.

11. Who do I contact in case of any issues regarding my payment?

You can always email to our Finance Department.

12. How do I know if the transaction is successful?

You will receive 3 notifications as follows:

- One notification directly into Cashless System (in the “Online Fee Payment” section of the portal)
- On your Family email account
- You will receive email notifications from FPX and eGHL (Payment Gateway Provider)

13. Why is the Fee Payment made today not showing as paid via the online screen or Bill Payment Report.

Fee Payments made via the Cashless system (Bill Payment) screen will be updated upon completion of payment. At this point, the fully paid invoice will disappear from the Bill Payment screen and the payment will show on the Bill Payment Report.

Fee Payments made outside the Cashless System (that is, payments via bank transfers), will take 1-2 working days to be verified and updated on the school system and fee payment report.

14. Where can I view my Online Fee Payment transaction history?

Simply sign into the Cashless System main (using your Family ID) and click on the ‘**Report**’ tab in the top menu bar, then select ‘**Bill Payment Report**’ and the filter criteria for your report.

NB: This report will show fees paid from Term 2 2021 onwards, therefore will not show a historical record of fees paid prior to this term date.

15. Can I choose other cashless payment modes like e-wallet (e.g. Touch & Go e-wallet, WeChat)?

Unfortunately, only transactions through internet banking accounts are available for now. We will inform parents should other payment modes become available in the future.

16. If I pay full year payment and I withdraw at the end of Term 1, how do I get a refund for the remaining terms?

Below you can find an extract of our 'Advance Payment Rebate Policy', Withdrawal Terms & Refund Policy.

“Should a student leave the School during or within the Academic Year; and provided that adequate written notice of withdrawal is served according to the terms and conditions governing withdrawal in the Enrolment Form, the prepaid Tuition Fee for the terms that the student will not be enrolled in will be refunded, but the rebate granted at the beginning of the academic year will be proportionately deducted from the prepaid Tuition Fee. For the purpose of clarity, Tuition Fee paid in advance at the beginning of every term will not be prorated even if a child chooses to cease his studies or attend school in the middle of a term.”

The refund will be paid via online payment to the payer as stated in the Application For Admission Form.