

## **FAQ on eCard**

### **1. What is eCard?**

TIS Puchong uses cutting-edge technology and has introduced the eCard that provides multiple smart solutions: -

- Serves as an identification tag
- Acts as a security pass for Pick-up Authorisation
- Allows safe transaction of pre-order meals. Parents can login to the eService Portal to select the desired menu and make payment for the order
- Secures ePayment for purchases at Cafeteria and Bookstore
- Allow students to borrow books at the library

### **2. Why does TISPC manage the implementation of cashless via the eCard?**

The main purpose of the eCard is to replace cash transaction in the school bookshop and cafeteria.

### **3. What is the difference between the student's eCard and parent's eCard?**

<b>Usage</b>	<b>Where</b>	<b>How</b>
Pick-up Authorization	Basement car park entrance	Pick-up your child(ren) from school using the Mobile Pick Up System
ePurse	<ul style="list-style-type: none"> <li>• eService Online Portal</li> <li>• eCard Top Up Kiosk (@ Cafeteria)</li> <li>• Finance Dept (@1st Flr, Admin Block)</li> </ul>	<ul style="list-style-type: none"> <li>i. Top up your own and your child(ren)'s accounts</li> <li>ii. Make payment for pre-ordered meals</li> </ul>
ePayment	<ul style="list-style-type: none"> <li>• Cafeteria</li> <li>• Bookstore</li> </ul>	Make payment for any purchases

<b>Usage</b>	<b>Where</b>	<b>How</b>
eCard	Cafeteria	<ul style="list-style-type: none"> <li>i. Redeem pre-ordered meal</li> <li>ii. Purchase of a-la-carte meal(s)</li> <li>iii. Top up via eCard Top Up Kiosk</li> <li>iv. Check account balance via Balance Checker</li> </ul>
	Bookstore	Make payment for any purchases
	Library	Borrow books

PARENT'S ECARD

STUDENT'S ECARD

### **4. How do I top up and check my balances?**

Parents and students can top up their eCard using the eCard Top Up Kiosk located at the Cafeteria. To check eCard account balance parents and students may use the Balance Checker that is located at the Cafeteria area.

### **5. How do I get an account?**

You will need to register your Gmail account with our Admission Department first when you enrolled into the School. Your account will be set up and activated when our Admission Department issued you the eCard.

### **6. What is eService Portal?**

The eService Portal provides you the following services: -

- Online cash top-up for your child's card
- Transfer of credit between parents and children
- Online pre-order meals in the school cafe
- Online viewing of your child's transaction details

### **7. How do I login into the eService portal?**

You can login at <https://eservice.pc.tis.edu.my>

### **8. What are the benefits of using cashless technology instead of cash?**

- Parents can now monitor their child expenses via the eService portal reports
- Security purpose

**9. Can my children still use cash at School?**

No. But your child (for older children) may carry the cash if they need to do a top-up on the eCard.

**10. How do I top-up my eCard?**

There are 2 options available:-

- You can use the top-up kiosk located in the school cafeteria
- Online Payment features will be available soon in the School website

**11. What is my username and password to top up online?**

The username and password will be the same as your registered Gmail account with the Admission Department.

**12. What happens if I lose my eCard?**

Please contact the Admission Department to report your lost. Your eCard will be automatically deactivated and a fee of RM20 will be required to issue a new eCard. Defective or damaged cards will also be charged with a fee of RM20.

**13. What if someone stole my eCard?**

Please contact the Admission Department to report the theft. Your card will be automatically deactivated and a new eCard will be issued upon confirmation from the Admission Department.

**14. How do I report if there is a discrepancy on my account?**

Please contact the Front Office and fill up the discrepancy form to report your case.

**15. Do I have to carry my eCard all the time?**

Yes.

**16. Do I need to pay any deposit for the eCard?**

No.

**17. Will the teachers help to keep the eCard when the students have PE or swimming lessons?**

For Secondary children, they are responsible of their eCard and they will need to keep it properly during their PE or swimming lessons. For Primary children, the teachers will help to keep it during their PE or swimming lessons.

**18. What will happen if I leave my eCard at home?**

If you would like to purchase meals at the cafeteria, the cafeteria management will deduct manually from the system. Students are then required to sign and acknowledge the meals that they have purchased. If you need to purchase any items from the bookshop, you may use cash to purchase.

**19. What happens if I am at the counter to pay for my food and my balance is not sufficient?**

You are allowed to use the card with a maximum of negative balance of RM10. The charged amount will automatically be deducted from the balance once it tops up.

**20. My friend wants to borrow my eCard, should I allow it?**

No.

**21. I am parent with a few young children studying in TISPC. How do I go about to top up credit for them?**

You can opt to top up at the Top Up Kiosk at the cafeteria or via eService Portal.