School Cash Online Payment System

The Dufferin-Peel Catholic District School Board (DPCDSB) has implemented an Online Payment System in all schools offering parents and communities a safe, convenient, and easy option for making payments related to school events, activities, fundraising and other items.

The goal of the Online Payment System is to significantly reduce cash handling in schools, increase efficiencies, increase safety and enhance communications between home and school.

School Cash Online - Frequently Asked Questions

How does School Cash Online benefit parents/guardians?
School Cash Online provides parents/guardians with 24/7 access to pay for student activities. They will receive email notifications of upcoming events and items, and be able to maintain an electronic receipt history for items purchased. They will also have the opportunity to pay for multiple items all at once and with ease. The system also provides a convenient way for schools to promote fundraising initiatives and collect donations online.

Can each parent have a separate account?
Yes. School Cash Online was designed for parents, guardians, grandparents, and others to have individual accounts. Students can be added to up to five different accounts. The DPCDSB reserves the right to revoke account access if the account holder has not obtained authorization from the custodial parents/guardians to access the account.

What methods of payment are available?
There are currently two methods of accepted payment: eCheque and credit card (Visa or Mastercard). School Cash Online does not store credit card or bank account information for security reasons and industry compliancy. Therefore, the information has to be entered at each checkout.
Please note that Visa Debit or Mastercard Debit card can be used as a credit card.

How long does it take for money to be deducted from my bank account?
Most payments are deducted within three to five business days. This also depends on your individual banking institution.

Will I get a receipt for purchases?
The individual who paid for the item will receive confirmation of the purchase on screen once payment has been successfully processed. A receipt will also be sent electronically to the e-mail address that was used by the individual during the registration process. They are able to print a copy of the electronic receipt by clicking the "Print" icon. This information is recorded in the "Payment History" tab.

Can I refund my own purchase?
Refunds are permitted if the product or service is cancelled, or at the school's discretion. For all other concerns, please contact the school office staff directly. Please do not contact the School Cash Online helpdesk for refund inquiries. Eligible refunds may take up to three to five business days to be completely processed.

I am trying to purchase an item, but it is not listed. What should I do?

Each school creates items for purchase and assigns them to students. Once assigned, they will appear in the student "Items" tab on School Cash Online. Please contact your school office if you do not see an item that you require.

How will I know that there are items to be purchased?

E-mail notifications are sent to the account holder when new items are uploaded to your student's profile. To verify that you have accepted email notifications, select the "My Account" tab and then the "Manage Email Notifications" option. Click on the option to activate the email notification, and then select the "change" button to save your information.

Will parents/guardians still be able to pay by cheque or cash?

Yes. Parents/guardians will still be able to pay by cheque or cash. However, the Online Payment System is the preferred option for payments in order to help minimize cash handling in schools.

Who pays for the School Cash software, maintenance and training?

The DPCDSB has always covered the cost of the School Cash Financial System software used in our schools. The cost, including licenses, maintenance and training is paid centrally from the Financial Services budget allocation. DPCDSB will continue to cover the cost of the School Cash System, including the Online Payment System module, from a central budget.

Are there credit card transaction fees associated with using the Online Payment System and who will be responsible for these additional costs?

The use of credit cards to make purchases is common practice for many today, particularly in online shopping environments. Retail stores, grocery stores, restaurants, gas stations and many others have been accepting these payment options for years. For all these vendors and service providers accepting purchases made with credit card, there is a credit card processing fee. The same credit card processing fee is associated with purchases made through the Online Payment System. The credit card processing fee is similar to bank transaction fees, only this fee is paid to the credit card processor. Schools are familiar with bank fees and the associated cost as part of the planning for any event/activity.

Schools do not keep any portion of the credit card processing fee collected. The transaction fee varies based on the value of the good or service being purchased and the type of card used at checkout. The credit card processing fee represents approximately 2% of the item cost. All credit card processing fees collected are used solely to pay for the fees charged by the credit card processing company. The item cost charged to all parents/guardians will be the same, regardless of the method of payment chosen (including cash, cheque or online payment) to keep costs equitable.

Does the School Cash Online software store credit card information?

Our top priority is keeping your personal information safe. The system will not store your credit card information in the software. However, your browser may be saving information and you will need to update these settings. Your account information is only available to you, via your unique login details. For more information about the security measures in place with School Cash Online, please visit https://www.schoolcashonline.com/Home/Support.

Why does the School Cash Online Payment System need my email address?

There are specific purposes for your email address. First, it is used as your username to log into the system. Second, to send you receipts for payments or donations made. Third, to enable you to receive email notifications of school events and activities. These are the only messages you will receive from the School Cash Online system.

To ensure that you receive email notifications, check off the email notification box during the School Cash Online registration. To verify that you have accepted email notifications, select the "My Account" tab and then the "Manage Email Notifications" option. Click on the option to activate the email notification, and then select the "Change" button to save your information.

Why didn't I receive an email notification as part of the account registration process?

As part of the School Cash Online registration process, you should receive an email with a verification link that must be used to activate your account. In some cases, the email may be held in your junk mail folder. Please check your junk mail folder for the verification email.

Why can't I attach my student to my account?

Please ensure the legal name of your student is used when attempting to attach your student to your account. This is the information which would have been provided to the school when they were originally registered for school. The birth date must also contain numbers in the format of mm/dd/yyyy. All fields must contain two to four numbers including zeros where appropriate e.g. 01/21/2010 for January 21, 2010.

Please remember that the student number field is optional.

How many items can I pay for at one time?

The shopping cart has a limitation of 99 items. If you reach this limit, you must first finalize the checkout process for some of those items before adding more to the cart.