



# GREEN SCHOOL CASHLESS SYSTEM FAQ

UPDATED 12 MARCH 2015

## What are the purposes and benefits of Cashless system at Green School?

The new cashless system has many purposes and benefits, including:

- Offers a better management system for purchasing food/goods which can be tracked.
- Record exactly what is being expended by families and earned by stall holders (margins from profits do go straight to the Local Scholars Fund)
- Improve hygiene.
- Prevent lost money and theft.

## What are the features of the card?

### Student Card

- Student card has an account number and their name on them. When the card is scanned at a vendor, the child's photo will show in the computer.
- Student card is a pre-paid card and NOT a credit card, money must be added into the account prior to using the card.
- Student card can be customised as follows\*:
  - Setting a daily limit spending.
  - Choosing which food vendor and/or menu options can be purchased

*\*Instruction on how to customise cards is available in the next segment.*

### Parent Card

- Parent cards have account number but do not have names on them. Card numbers are linked to Parent's name in the system, which appears on screen when card is scanned.
- Parent may wish to add name on their card without any additional charge. Parents may request name customisation at Shanti House level 1 starting from 29 September 2014.
- Parent card is a pre-paid card and NOT a credit card, money must be added into the account prior to using the card.

### Staff & Teacher Card

- Staff and Teachers card have account number and their name on them. When the card is scanned at a vendor the staff photo will show in the computer.
- GS teachers and staff have the option to use card as credit or debit but this option is only available for them as employees of the school.

# When is Cashless System happening?

Cashless System has started since **Monday 6 October 2014**

## How does it work?

### Simply put...

1. Parents pick up card from Finance | Students will be given cards by teachers
2. Parents and/or students deposit money onto the card.
3. Parents and Students can use card as debit card anywhere on campus including Freak, LFL, Green Warung, greenschoolshop, and Kembali.
4. Card balance can be refilled as needed.

### Arrangements for Students Card:

- Early Years Students  
Classroom Assistants will be responsible for Early Years students' cards. Parents need to deposit money into their child's account for school lunch purchases. This procedure is similar to current lunch purchases. Any other purchases from vendors, for an Early Years child, should be made by parent or caretaker with the parent or caretakers own card.
- Grades 1-5  
Teachers will hand out cards to students. Cards will be attached to necklace, which kids can wear. Teachers will keep all cards in classroom and distribute to those students who need them, before break and lunch. Cards will be returned to teacher after break and after lunch to help prevent loss cards or students playing with cards.
- Grades 6-8  
Teachers will hand out cards to students. Cards will be attached to necklace and they are responsible for their own card at all times.

### Here are steps to pick-up & customise cards

#### PICK-UP

- Parents can pick up their cards at the Shanti House level 1.
- To use the cards, Parents must deposit money onto their and/or their child's card.
- Parents can deposit money at Shanti House upon card retrieval, and they do not need to have their child's card present.
- Parent and/or student can use their name or card number to deposit money on card.

#### CUSTOMISATION

- Parents may fill out the online Customisation Form at the bottom of the page to opt for daily limit and menu options – OR -
- Customise their child's card by visiting the finance dept. at Shanti House level 1.
- In the future, should parents need to make changes for these features, they can come to the finance dept. at Shanti House.
- The customisation tool is only an option for those parents who choose it. Completing the form is not required if no limits need to be set for child.

## How do I check my balance?

You can see your card balance on the customer display screen at the kiosk upon your purchase. Alternatively, you can scan your card at one of the Cashless Kiosk at the Welcome Desk

## When I buy something, how do I know what I have been charged for and how much?

Definitely. Your card balance and purchases will appear on the customer display screen on each vendors.

## Will I be able to see what I and my child have purchased?

Yes. You check your transaction history at the Cashless Kiosk. Alternatively, you can request to see a report of what your child has purchased by emailing [cashless@greenschool.org](mailto:cashless@greenschool.org). Reports will only be issued by request during the last week of each month.

## Will it still be possible to pay for lunches for a whole semester or year?

Definitely. We can give you an estimate for the semester or year per-request, and you can pay for this upfront. Students will still have to scan the card each day.

Please note this is just an estimate based on current calendar year. Any additional money left unused on card can be transferred to the following year or refunded at end of year. (Please note cards expire 1 year after last use.)

## If my child still have lunch tickets, can we still use them?

Yes you can. Lunch tickets will still be valid for use if they are left over from past. However - they cannot be purchased any more.

## How do I add more money to my card and what payment methods are available?

There are 3 payment options available, including cash, bank transfer or Credit Card.

### CASH

Additional money can be deposited onto cards at the Welcome Desk (8.00am-4.30pm) or with Finance staff in Shanti House (9am-4pm).

### BANK TRANSFER or CREDIT CARD

Bank transfer and CC can only be done for deposit 1mil RP and above. For deposits less than 1mil RP, cash must be provided to cashier at Welcome Desk or with Finance staff at Shanti House.

Parents will be able to transfer funds to one account only. If they want to disperse money to different accounts, they can do so by emailing [accounts@greenschool.org](mailto:accounts@greenschool.org).

- Credit Card – [Here is a link to an online payment gateway](#) for parents to deposit money to their cards by using Credit Cards.
- Bank Transfer - Money for cards should be deposited to the following Green School BII account in Rupiah only:

Beneficiary YAYASAN KUL-KUL (Please include a hyphen sign at "KUL-KUL)  
IDR A/C# 2195090356  
Bank Name Bank Internasional Indonesia  
Bank Address Jl. Udayana, No. 1, Denpasar, Bali, Indonesia  
Swift Code IBBKIDJA

Once payment has been received into the GS account, Finance Dept will transfer amount onto card by the end of the next working day.

## What happens when my child runs out of money?

Students cannot buy any food and/or items from vendors, but we will NOT DENY a child food for lunch. The system will automatically email parents when their child's balance has run out and the school has to provide lunch for them.

Parents need to deposit funds to card ASAP. Any negative balance left on card from lunches will be deducted from the next deposit amount.

Please be mindful of your child's card balance and ensure that he/she has sufficient funds for their daily purchases.

## Can we link parents' cards with their child's card so that money can be transferred?

We are working on this already by implementing pins to make this work. Stay tuned.

## What if younger children want to get something before and after school?

We are hoping that children can be responsible with cards and keep them safe in backpacks if they want to use before and after school but in the event the kid does not have card with them - they may use their name to place order.

*(Note: We have already considered having a card drop box at the entrance/exit to school as an alternative option. We would like to start system without a card drop and see how it goes. We can adjust if need be)*

## What happens if my child loses their card?

A new card will need to be purchased for 25K. We cannot issue new personalized student cards on site as we do not have a card printing machine yet (it's coming); thus, a temporary card will be issued to student for the amount of new card. This amount will be automatically deducted from account.

We understand that cards can be misplaced or students forget them. If original card is found, temporary card should simply be returned and 25K will be refunded back to account.

Temporary cards can be obtained from Welcome Desk or from Finance in Shanti House. If a new card has been order, students must return temporary cards to receive their new card.

## If my child loses the card and there is still money on that card will it be carried to the new card?

Credit will be maintained on the student's account and any amount left on the card will be carried over to a new card.

LOST cards should be reported immediately by emailing to [cashless@greenschool.org](mailto:cashless@greenschool.org) or to Finance staff at Shanti House. Please name the subject with: LOST CARD.

## What if my child's card gets lost or stolen - can't another student use their card?

Student cards have names on them and are linked to photo ID in the system. Staff will be noting names on cards and photo ID to ensure it matches the student profile.

Vendors will not sell to a student who gives them a card other than their own. Vendors will keep any misused cards so they can be rightfully returned to the correct student.

## How do I know whether they are buying things for their friends?

Currently, if a student has money at school, they could buy their friend something. The card will be the same, but a plus of the card is the customization feature that allows you to set a daily limit for spending. This limit can reflect the amount only suitable for your child. With this system, you will also be able to more easily track what your child is eating.

## If I put a large balance on the card, can't my child just spend it all in one week?

They could, but you can put a limit on the card for how much can be spent each day. It is a customisation feature offered to you.

## What if I forgot to bring my card?

**Parents:** You can purchase a temporary card at the Welcome Desk for 10,000 Rupiah which can be refunded after use.

**Staff & Teachers:** You can just state your name or card number at vendors or at lunch table before your purchase.

## Why not use a fingerprint recognition system?

We believe that could be a future development; but for now, having a card seems more in line with real world experiences.

## Where was the opportunity for parents to ask questions and have a discussion about this new system?

Cashless is something that is being rolled out in stages and through this process we are gathering questions and having discussions with parents. The discussion of a cashless system has been taking place since last year among the management team and Board.

We believe that the new Cashless System has many benefits and will greatly improve the management of finances at Green School. We appreciate all the questions that have come up and we are committed to answering these.

**Further feedback and questions on the system is welcomed. Please email your questions or concerns to [cashless@greenschool.org](mailto:cashless@greenschool.org).**

Thank you,  
**Finance Team**  
**Green School Bali**