**TrackSchoolBus**

School Transport Providers

# Bus Fare
# Collection

**SCHOOL BUS**

# School Transport Providers Bus Fare Collection

School Transport Providers have been collecting payment from parents manually over the years. If you are an owner or an administrator, you might be dealing manually with the cash inflow from multiple schools in which each school may consist of thousands of students.

When you collect cash manually as currency, you have to keep record books of each transaction, store the currency and transport the collected cash to deposit in the bank. This makes for a risky, time-consuming and costly proposition. Moreover, to get this done, you would need at least one staff for each school.

"Electronic Bus Fare Collection" is the perfect solution for this. It allows parents to make payment anytime using their mobile apps, making the process less risky, affordable and fast. By adopting online Bus Fare Collection, you can enjoy following benefits.

- Payment can be raised against invoice online

- Transactions can be done via Web, Android or iOS platforms

- Saves time

- Convenient

- Reduces manpower

- Online record-keeping

- Daily/Monthly/custom reports

| Manual Payment | Electronic Payment |
|---|---|
| High manpower | Less manpower |
| Currency storage & transportation | Transactions are online |
| Safety and security expenses | No additional expenses |
| Time-consuming & costly | Takes minimal time & affordable |
| Manual record keeping makes it difficult to compare | Online record-keeping with the ability to generate different reports |
| Paid invoices printouts have to be distributed | Parents can take paid invoice printouts or show email receipt |

Though online payment mode is beneficial, it has a key challenge - Disputed Transactions. Transaction may fail due to:
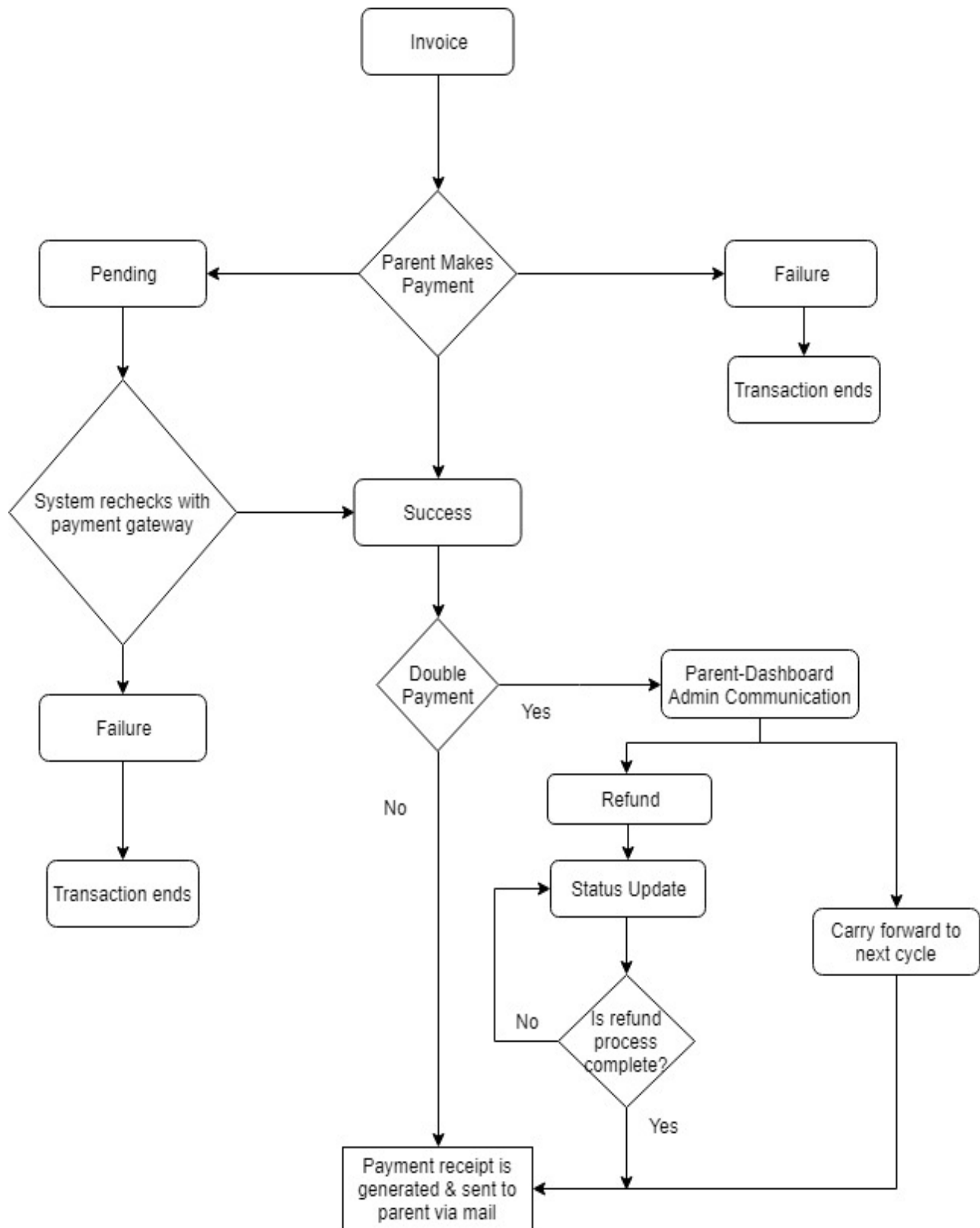
- Internet slowdown or failure

- Insufficient  balance in account

- Wrong card details or CCV

- Fraud transactions or Fraud card

- Blocked card

- Server-side issue

- Heavy traffic

In order to deal with disputed transactions, the status (pending, failed or success) of all transactions are individually tracked. In case of pending transactions, the system does periodical rechecks until the status becomes failed or success. The status is visible at the system admin dashboard and also for parents.

In case of first transaction of a student profile, if the payment is not done, then the transportation facility for the child will not get approved. But in case if the payment is done but doesn't get reflected in the company side, then it can be updated by two ways- Automatic and Manual

- **Automatic Update**- The software periodically checks the failure and pending transaction details and updates the status automatically according to the details.

- **Manual Accounting Update**- Parents and Accounts/dashboard administrator can check all the transactions in the dashboard.  In case of any pending/failure transaction status, parents can get in touch with Accounts/dashboard administrator for dispute resolution.

There can also be times when a parent does payment twice by mistake before the system re-crawls for updating status. Then, accounts team can communicate with parent and can opt for either refund option or can carry forward to next cycle from dashboard according to Parent's choice.

A flowchart depicting the payment process:

- **Invoice** → **Parent Makes Payment**
- **Parent Makes Payment** → **Pending** (left) → **System rechecks with payment gateway** → **Failure** → **Transaction ends**
- **Parent Makes Payment** → **Failure** (right) → **Transaction ends**
- **Parent Makes Payment** → **Success** (down); **System rechecks with payment gateway** → **Success**
- **Success** → **Double Payment**
- **Double Payment** — Yes → **Parent-Dashboard Admin Communication** → **Refund** → **Status Update** → **Is refund process complete?**
  - No → **Status Update**
  - Yes → **Payment receipt is generated & sent to parent via mail**
- **Parent-Dashboard Admin Communication** → **Carry forward to next cycle** → **Payment receipt is generated & sent to parent via mail**
- **Double Payment** — No → **Payment receipt is generated & sent to parent via mail**

# Parent and Student Registration

Parent and student details can be entered during the registration process by following these simple steps.

- Registration
- Enter student(s)/ kid(s) details
- Make Payment

Step by Step process

## Registration

- Parents should enter their details such as name, address, phone no, password and click on the register button to continue.

  [Note: During profile creation, both Father and Mother can create individual profiles]

- After entering the details, parents will move onto the verification process. At this stage, the system will dispatch a verification code to the parents via e-mail.
- Parents have to submit the verification code along with the access credentials to log in to their profile and add the student details.

## Enter student / kids details

There are mainly three stages in this phase

1. Enter student details
2. Add or Edit parent details
3. Enter bus stops

- At first, parents have to select the school and then enter student details, parent details (if any), and bus stops.
- After carefully entering details on their designated fields, parents can read and accept the transport policy provided by the transport provider and click continue.

  [Note: There can be scenarios where a father successfully registers student details without the consent of the mother, and the mother without knowing, tries to create a student profile. In such scenarios, the system will notify the existence of the student profile and direct the

mother to contact the father or customer support about it. The father can login to the system and add mother's details as well. The support executive can add mother's details to the student profile. ]

- After the student details are entered, parents will move onto the next step which is bus fare payment.

### Make Payment

- In this phase, parents can select the payment period (monthly, quarterly, semester wise, yearly) according to their convenience and click pay now button and continue.

  [Note: Bus fare payment is generated automatically based on the rates fixed by the transport provider.]

- On the payment gateway, parents can make transactions using cards or internet banking
- In virtue of successful transaction, the parent will receive a receipt which must be provided to the transport manager or nanny on their first trip.
- In case of any failed transaction, both the parents and transport provider are given a report briefly explaining the status of the transaction and transaction error.

To know more click on Parent-Student registration process

## Payment

### For Parents

- Parents can enter/add student details and pay the bus fare during the registration process.
- Parent profile along with the student profile will be accepted automatically after successful payment during the registration process.
- Parents can make payment for single or multiple periods (monthly/quarterly/yearly/semester) as per their convenience.
- Parents can choose the period for which they want the transportation service and pay the fare only for the selected period of time.

### For Transport Providers

- Transport provider can configure the rules on how the bus fare is calculated and can set period as monthly/quarterly/semester/year wise.

- Transport Provider gets to know all the transaction details such as who paid, who didn't, transaction status, transaction failure details (if any) from "Reports".
- Transport providers have the ability to enable and disable payment options for each school.
- Transport provider can generate bus fare invoice automatically or manually.
- Transport providers are able to configure geofencing for different bus stops/regions and can set the bus fare individually for each geo fence.
- Transport Provider can configure geofencing to the area where they are providing the transportation. So the system will not allow the parents to create/add the bus stops outside of that area or make any payment.

### In case of payment failures

The system is provided with automatic rechecks if any problem occurs atop the validation

- Transport providers or schools can manually approve or reject failed transactions

- Options to handle failed transactions automatically

- Transport providers can easily confront customer complaints

## Student Details

Each student detail such as Name, Contact number, Boarding and Drop point can be either entered by parents or transportation authorities and can be imported in bulk by transportation authorities. Parents' entry will be auto approved with respect to successful payment of transportation.

- Parents can enter their child's details manually whilst generating payment invoice for a semester or a year.

- Schools or transport providers can add student details onto the system based on the information received at the time of school re-opening.

# Reports

### Operational Accounting Reports

- Daily/monthly/custom can be generated.

- Reports for Payment failure, Collection and Pending payment can also be generated

### Audit Level Reports

Transaction reports generated from payment gateway and the system are compared to ensure all transactions tally.

# Invoice Generation

Student profiles are registered only when a parent makes payment for the first time. An invoice would be generated after the payment. Students are allowed to use the transportation facility only when they produce this paid invoice on the first day of transportation. For this, school transport providers used to share printouts of paid invoices to parents/students.

But with the automated bus fare collection that happens online, invoices are also generated online and sent to parents via mail. This eliminates the need for taking printouts of paid invoice by school transport providers.

Either Parents can take the printouts from their mail, or they can show the mail when their child boards school transportation for the first time.

### Transportation Renewal

Student transportation renewal can be done for the configured payment period (monthly/quarterly/semester wise) of the current or upcoming academic year. The parent can renew it during current payment period or during next academic year.