King George V School

ePayment System Parent Guide

Payment and Refund

This guide introduces the process of paying non-school fee items via ESF App or Lionel 2 to King George V School.

February 2023

Content

1. KGV ePayment System

1.1   What is the KGV ePayment System?

The KGV ePayment System allows our parents to pay for non-school fee items, such as school activities, book purchases, exam fees, trips, etc., to King George V School (KGV). By contrast, the school fee is paid directly to English School Foundations (ESF) without going through the ePayment System.

Parents can make payments via two platforms i) ESF App or ii) Lionel 2, which links to the ePayment System. To make payments, parents need to log in to either platform and go through the payment procedures in Payment Platform 1 - ESF App or Payment Platform 2 – Lionel 2.

2. Payment Platform 1 - ESF App

2.1   How to get ESF App?

The ESF App is available for both Android and iOS devices. To activate the App, enter your registered email addresses with ESF. Once you sign in, you can access various school systems.

Please scan this QR code with your phone to access the App in your App Store or Google Play:

Or click either of these links:

- IOS: https://apps.apple.com/hk/app/esf-app/id1484762452
- Google Play: https://play.google.com/store/apps/details?id=hk.edu.esf.vle&hl=en

2.2   How to settle invoices via ESF App?

ESF App accepts Credit Card by PayPal and PayPal directly. A number appears on the Messages icon to notify you about a new invoice or payment reminder.

To make payment, please select " Lionel 2 VLE 📖 ", then you scroll down the page and choose '$' for the ePayment link.
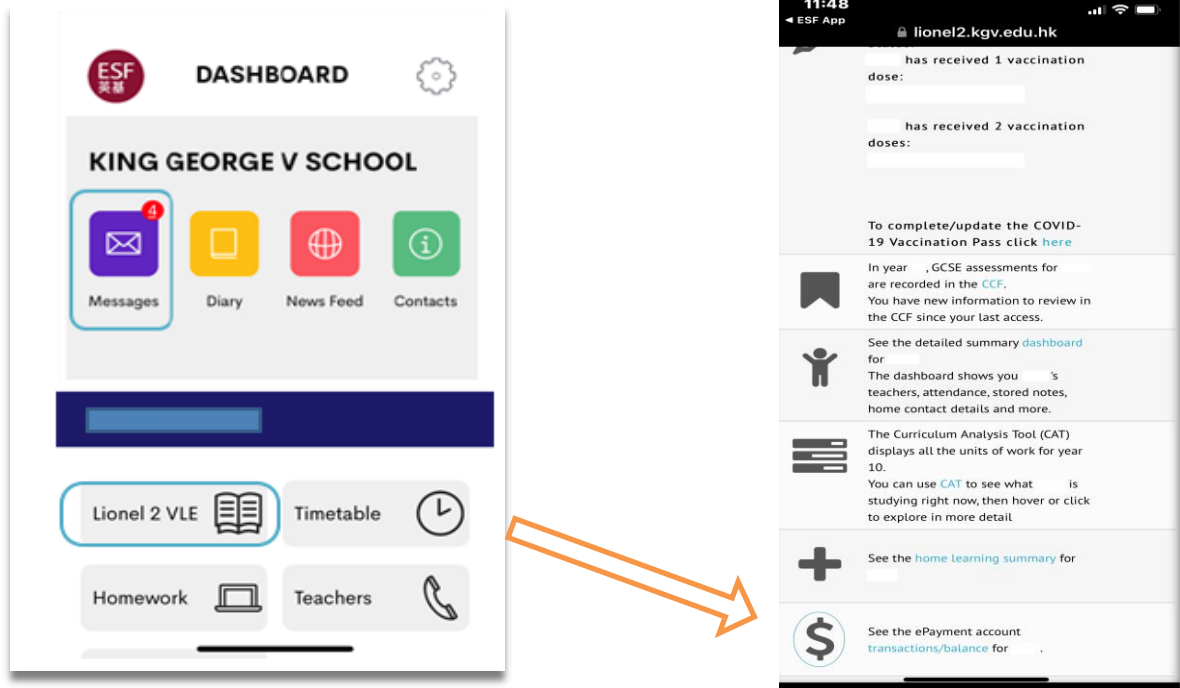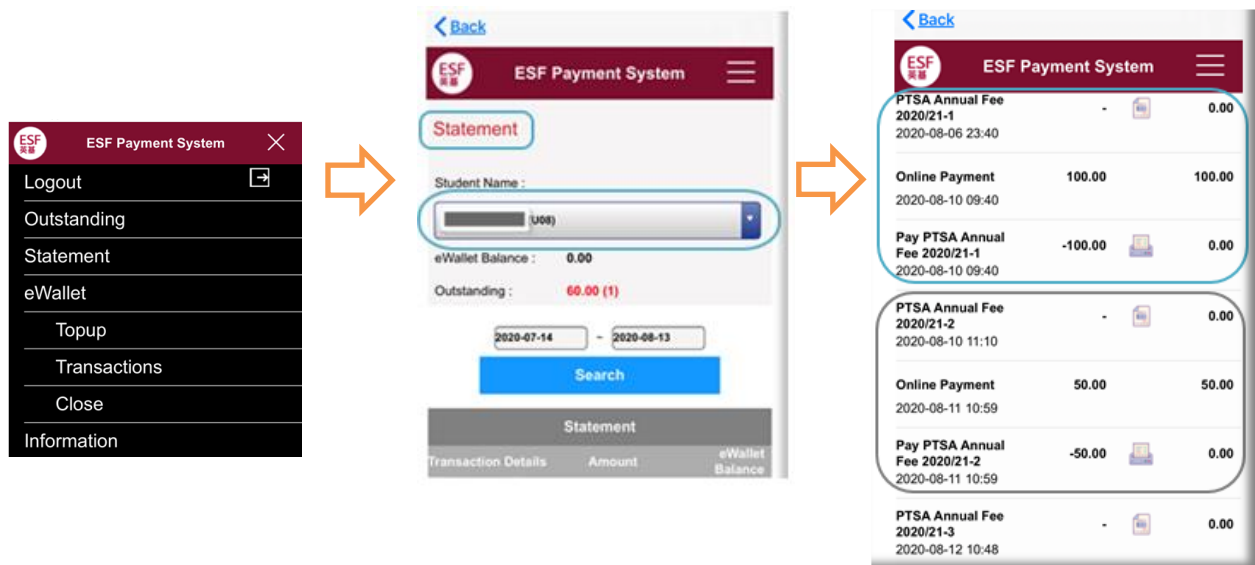

You will see the outstanding invoice(s). If you have two or more children in KGV, please choose the right child from the filter. For searching, please click "▤" on the top right corner.

Please click "Pay Selected" to make a payment, then choose a payment method. Note that the App doesn't support PPS payment. If you would like to settle your invoices by PPS, please log in to Lionel with your parent account.
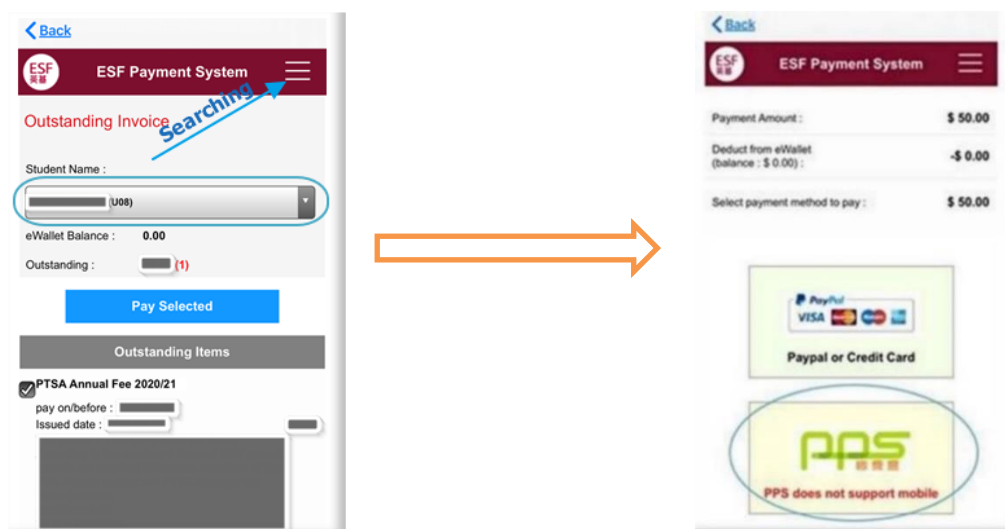
2.3   Where can I check my statement?

All transactions are on the statement. To view your statement, please click "▤" on the top right corner of the App, and then click "Statement". If you have two or more children in KGV, please choose the right child from the filter. You can download the invoices or receipts by clicking the corresponding lines.


2.4   Where can I check my eWallet balance?

To check your eWallet account balance, please select "▤" in the top right corner, then click "eWallet". If you have two or more children in KGV, please choose the right child from the filter. Then you can see your eWallet balance.
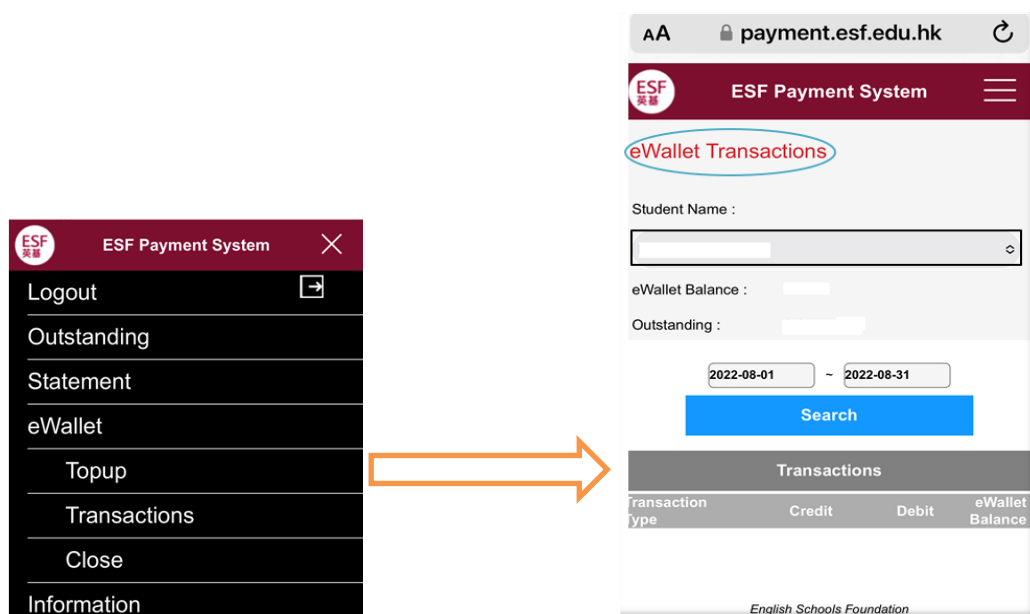
The system will automatically use the credit (if any) available in your eWallet when you pay an invoice. Only the difference will be charged to your PayPal/Credit Card/PPS.


OR
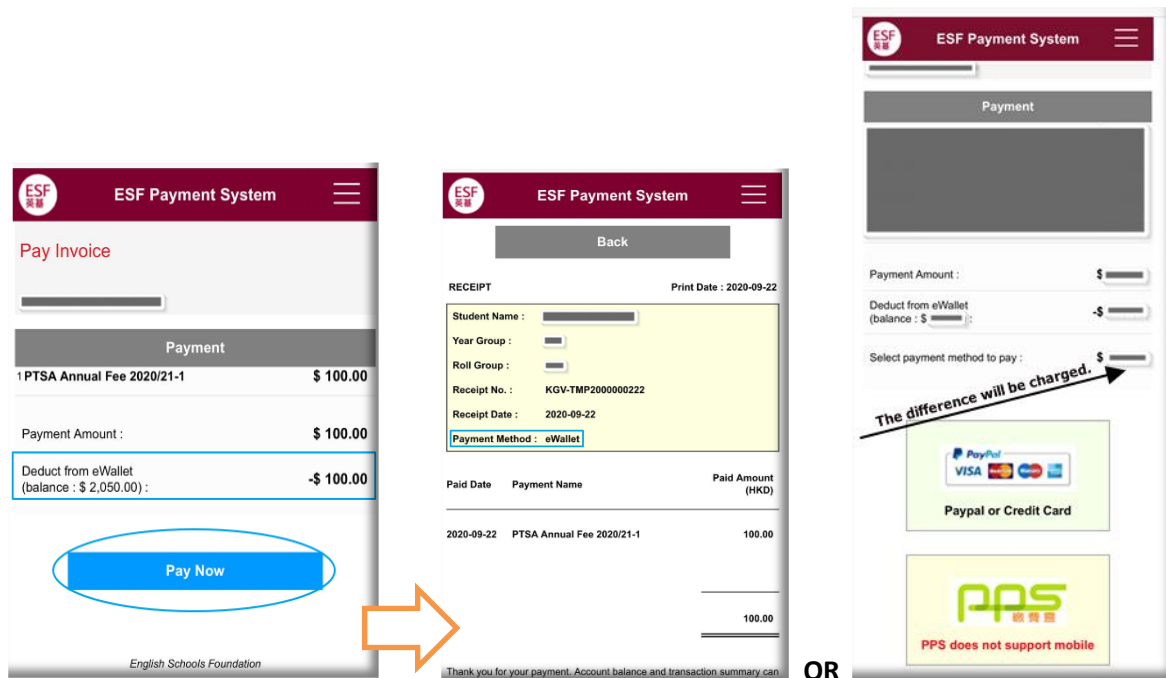
2.5 How to transfer the balance from one of my children's eWallet to another?

Please click "▤" at the top right corner, and then select "eWallet" > "Transfer". Under From Account, please choose the right child from the drop-down manual with eWallet balance. Under To Account, please choose another child on the drop-down manual. Then please input the amount that you would like to transfer. You may input your reference in Remarks. Then click "Next" to confirm the transfer.
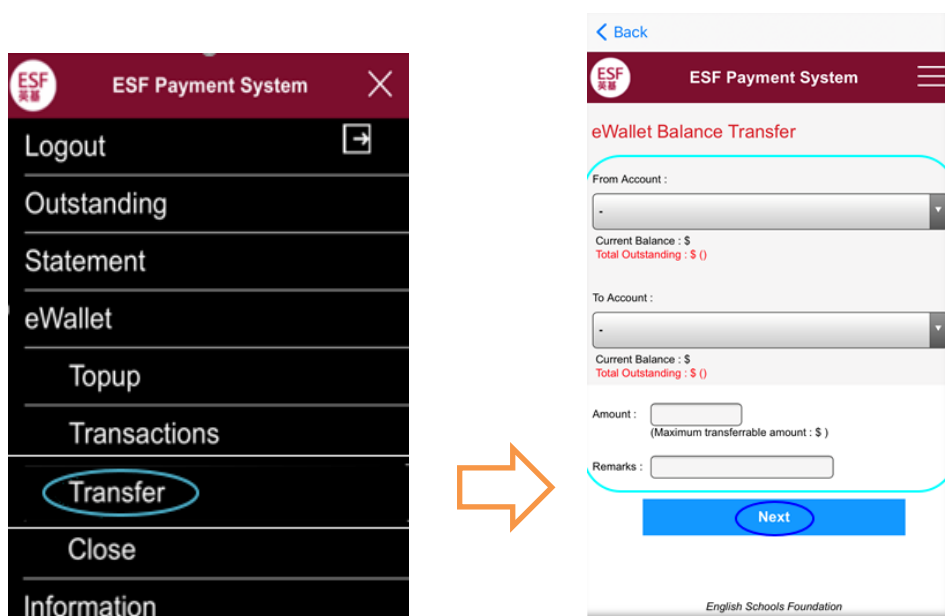
2.6   Information for Parents

Please click "▤" on the top right corner, and click "Information". Then you can view the ePayment Information for Parents.
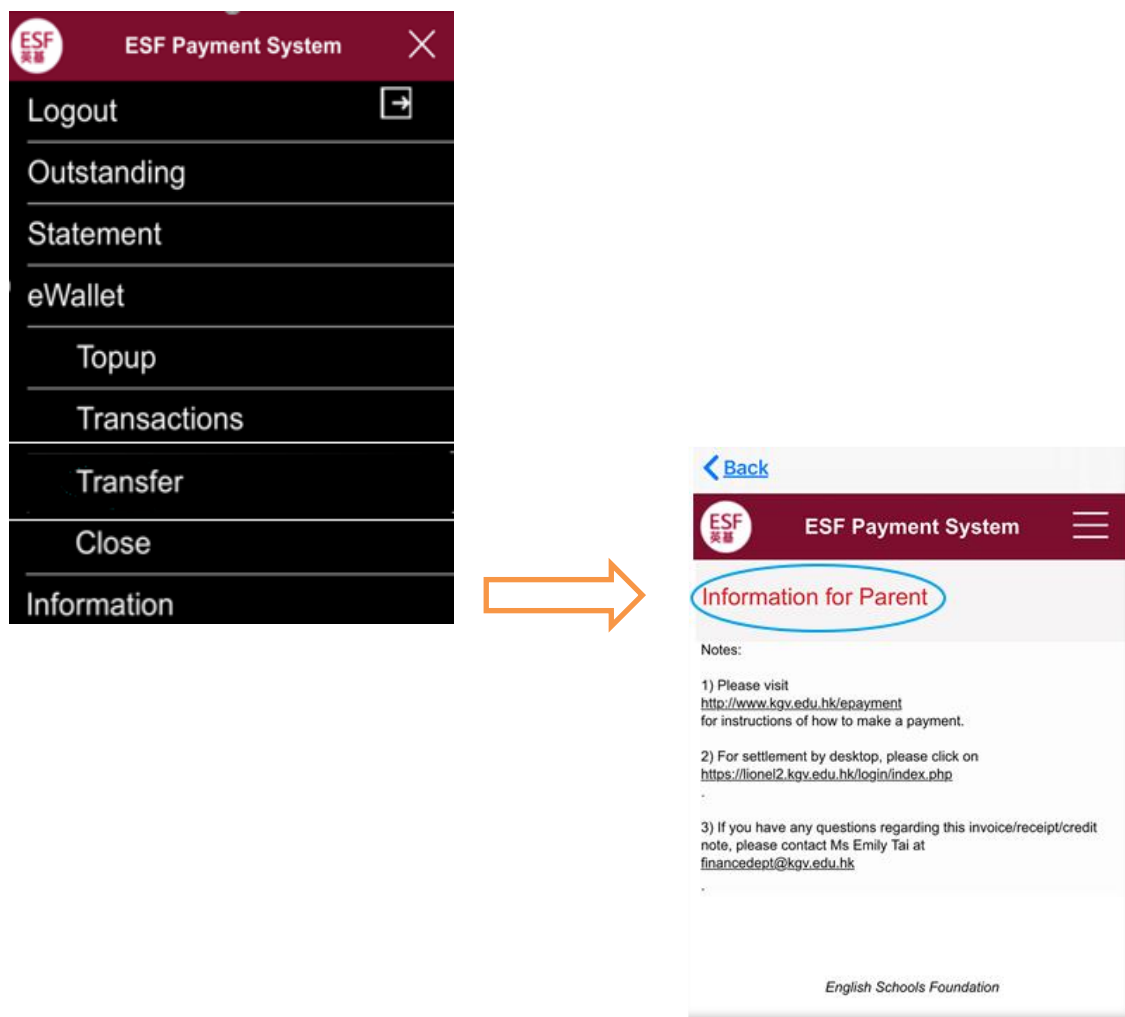
3. Payment Platform 2 – Lionel 2

3.1 How to settle invoices via Lionel 2?

Lionel accepts PPS by internet, Credit Card by PayPal, and PayPal. Parents must log in to Lionel 2 with their Parent Login Account to settle invoices through Lionel. To access Lionel 2, please click this link https://lionel2.kgv.edu.hk/local/mis/students/summary.php.

4. Credit Card Payment via PayPal

4.1 How to settle your invoices with Credit Card?

- o **Click "Check out as guest" or "Pay with a Card". Then a payment form will pop up.**

- o **Fill in all required details and click "Pay Now"**

4.2 How to change the language to "English" in PayPal?

Once you select the region as HKSAR on the credit card field, the language will change automatically to Chinese. If you want to change the language to English, you have to switch to English manually each time.

You can scroll down to the bottom of the page. Select "English".

5. PayPal Payment

5.1   How to register a PayPal Account?

Please click this link for registration: https://www.PayPal.com/hk/webapps/mpp/account-selection?locale.x=en_HK. The registration procedures are as follows:
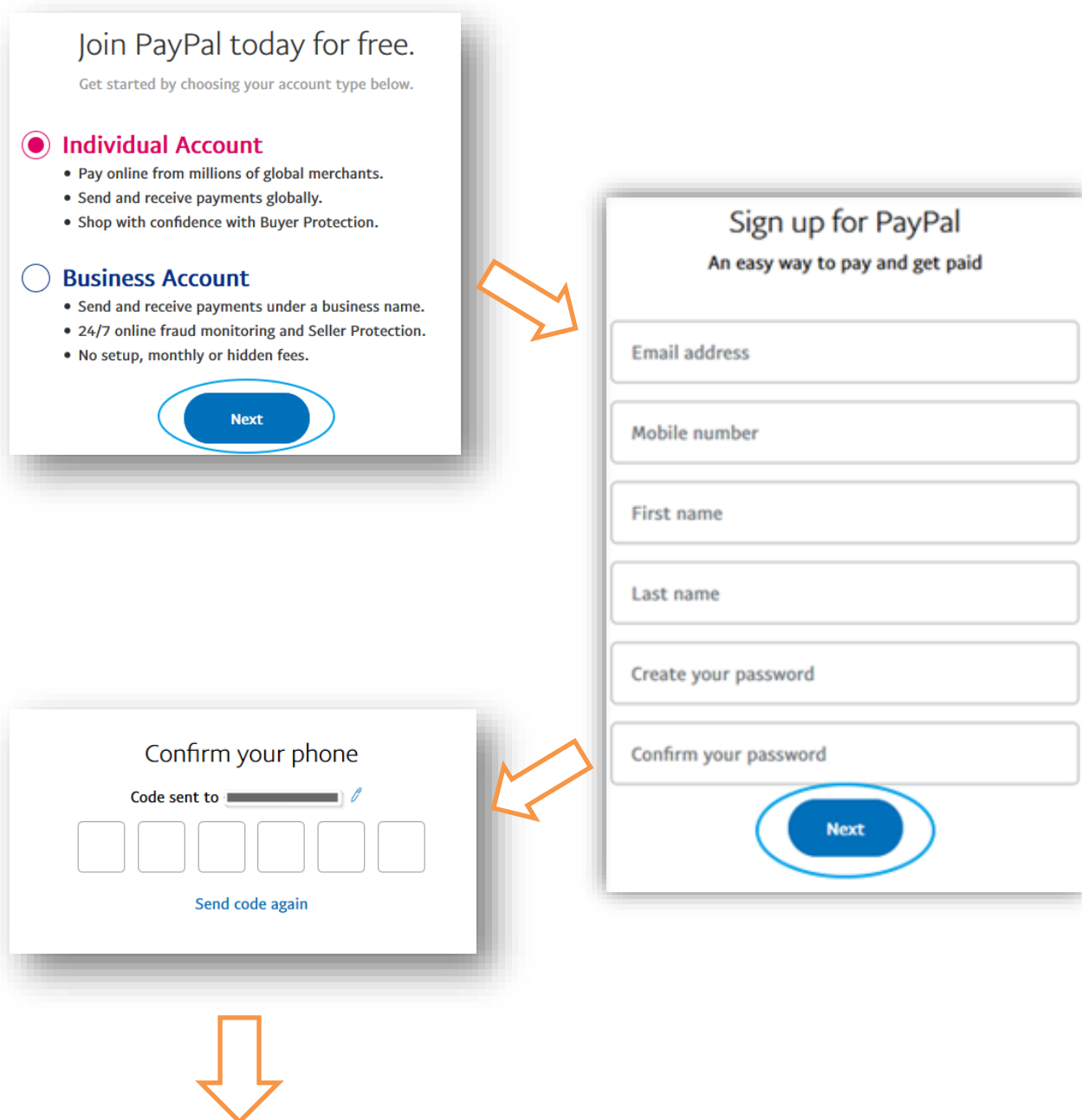
Add your address
Use the one that's on your bills

Nationality
Hong Kong SAR China ⌄

Date of birth

City of Birth

Country of Birth
Hong Kong SAR China ⌄

ID Type
HKID ⌄   ID number

Address line 1

Address line 2

District/Area ⌄

Region ⌄

Select gender ⌄

☐ Activate One Touch™ ❓

☐ Receive promotions and offers from PayPal. You can change this setting whenever you want.

☐ You confirm that you have read, consent and agree to the PayPal User Agreement and Privacy Statement, and you are at least 18 years old. You consent to receiving these policies online.

Agree and Create Account

Your account has been created.
Add a card to start shopping or to send payments with your PayPal account.

Go shopping

Shop with PayPal at millions of online stores worldwide.

Get Started

Send Payments

All you need is an email address to send a payment.

Try It Now

Add a card to start using your PayPal account.

Link your card to send payments.

Credit card number ⚠

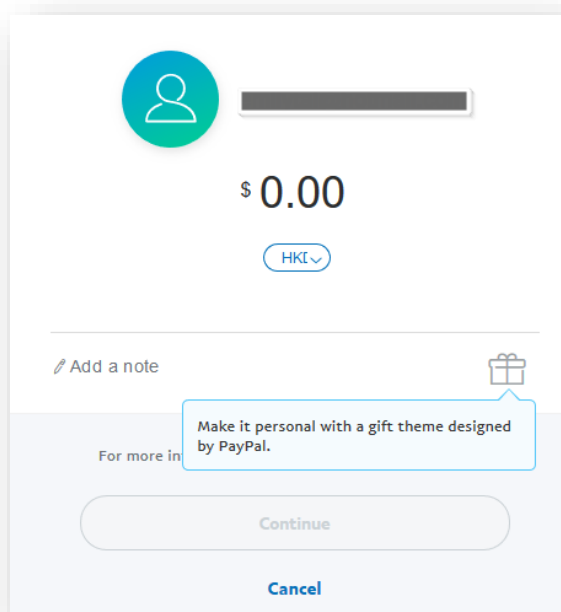Expiry date ⚠   CSC ⚠
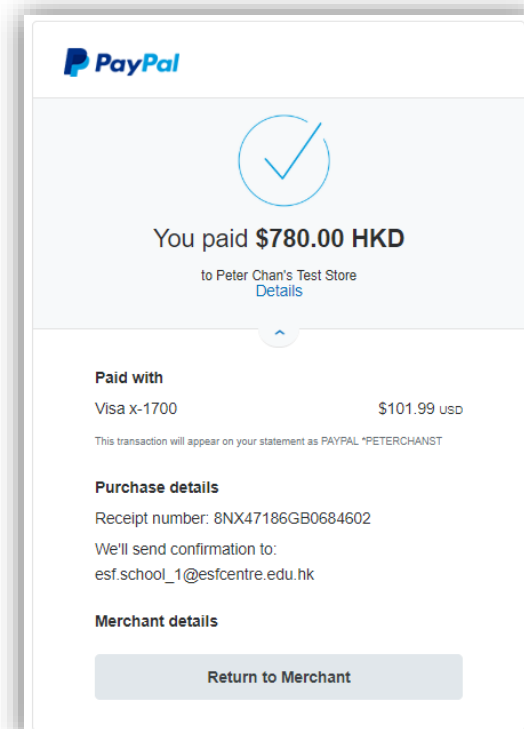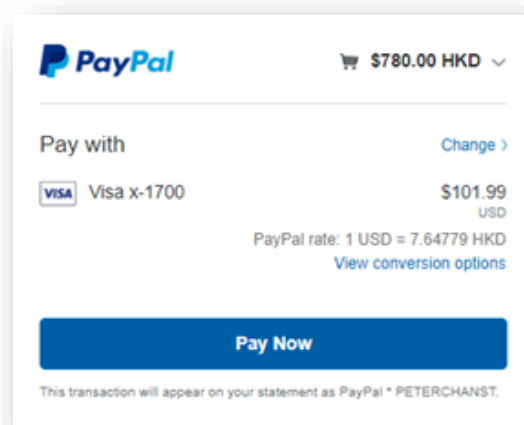
Billing Address   Edit

Link Card

I'll do it later

5.2   How to settle your invoices with PayPal?

o **Input PayPal email and password, click the blue "Log In" button to continue**

o **Verify the information, click "Pay Now" to continue**

6. PPS Payment

6.1   How to register a PPS Account and get a PPS Internet password?

If you don't have a PPS Account and a PPS Internet password, but you want to pay invoices by PPS, you should bring your Debit/ATM card or credit card with ATM function to one of the easily accessible PPS Registration Terminals to register a PPS Account and get a PPS Internet password.

Location of the PPS Registration Terminals: Circle K convenience stores, PCCW shops, AEON stores, and some banks. The full location list is available at: http://www.ppshk.com/hkt/prt/Web/en.

Your PPS Account Number will be printed on the receipt. Please mark down your PPS Account Number and remember PPS Internet Password when registering your PPS account. For PPS enquiries, please email hotline@eps.com.hk or call PPS Hotline at 2311 9876 , *then press "2" => "1" => "6" = >"0"*

6.2   How to settle your invoices with PPS?

To settle invoices with PPS, parents have to log in to Lionel 2 with their Parent Login Account. After logging in, click "Payment" button under the student profile. A window with all outstanding invoices will pop up. To settle the invoices, please click "Pay Selected"; a payment screen will pop up with payment options.

Choose "PPS" and input your PPS account number and internet password; tick the check box, then to submit.

An SMS message will be sent to your registered mobile no. with a 6-digit password in a few seconds. Input this number on the screen and click "Proceed" to continue. Please wait while it is processing.

Once the payment process is done, it will automatically return to the Payment System and generate the receipt for reference.

7. Refund

7.1   What if there is a surplus from some activities and trips?

The School offers extensive co-curricular programmes to students. Students can participate in most of these activities for no fee but may be required to pay for some activities and trips. We wish to refund parents the unused fee (surplus) wherever possible.

We deposit the refund to your bank account to save you time receiving refunds. To enable us to refund you, please provide your bank account details (HSBC account is preferred) by completing the Bank Details Form via either platform i) ESF App or ii) Lionel 2.

7.2   Where is the Bank Details Form?

i)   Via ESF App

Log in to the ESF App. Select " Lionel 2 VLE 📖 " from the dashboard. Click " ☰ " on the top left corner. Select "Parents", then select "Bank Details for Refunds". You will see a Bank Details Form. Please fill in the Form, confirm the bank details are correct, then exit to save the details. You can always go back to the same page to edit your Form if you would like to update your bank details.
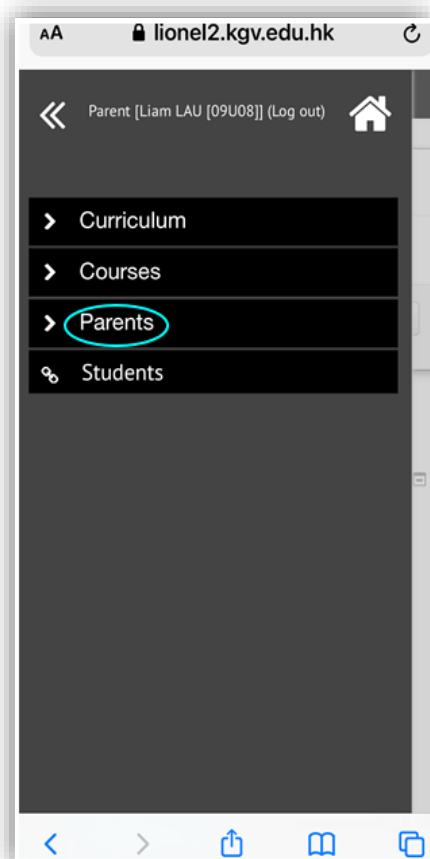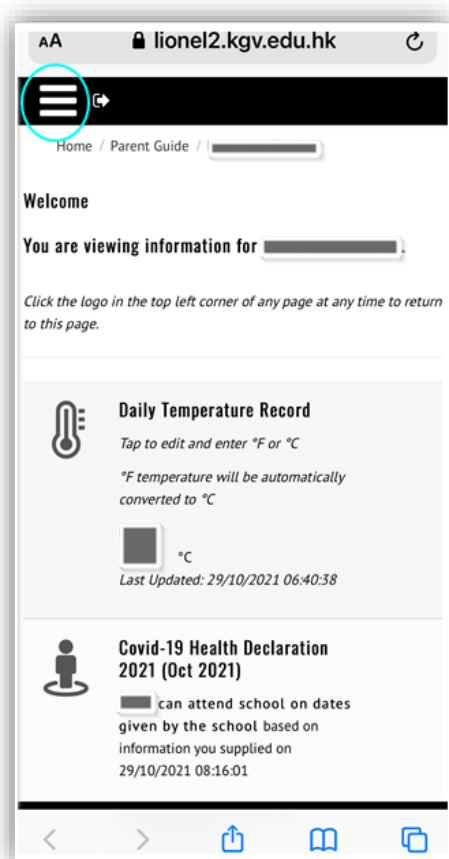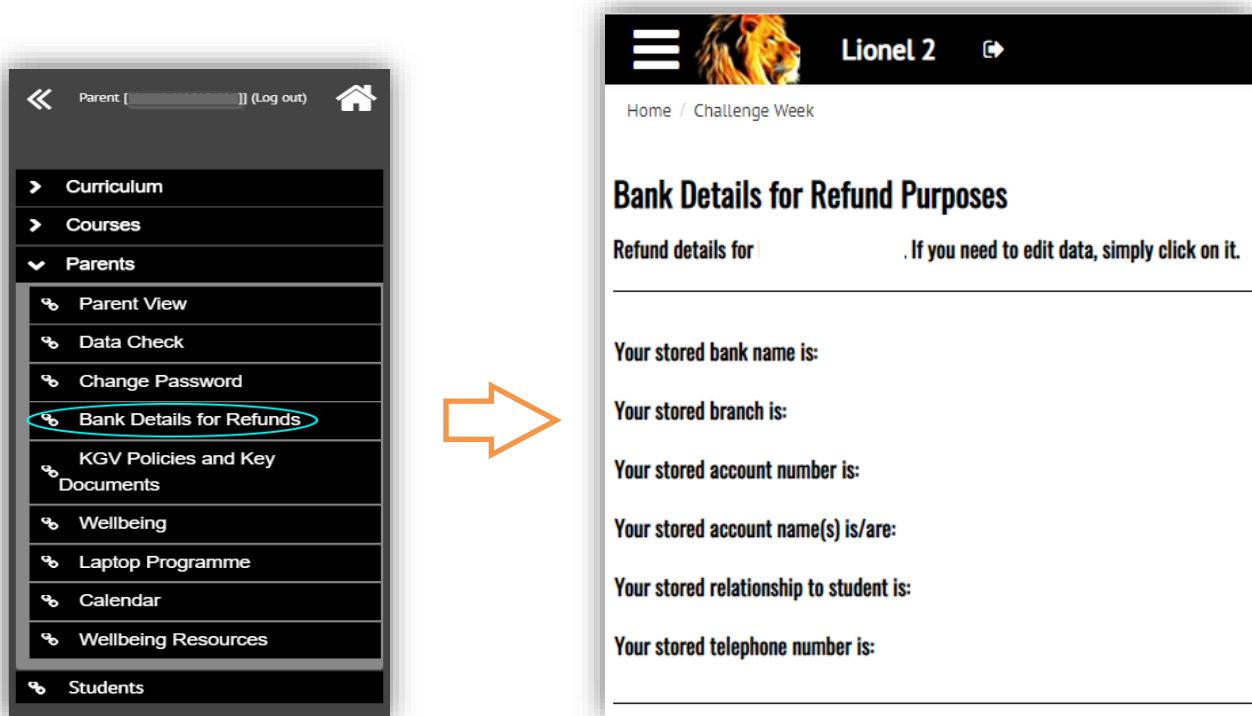
ii)   Via Lionel 2

Log in to Lionel 2 with parents' username and password for each child. Select "Parents" on the menu bar, then select "Bank Details for Refunds". You will see a Bank Details Form. Please fill in the Form, confirm the bank details are correct and then exit to save the details. You can always go back to the same page to edit your Form if you need to update your bank details.
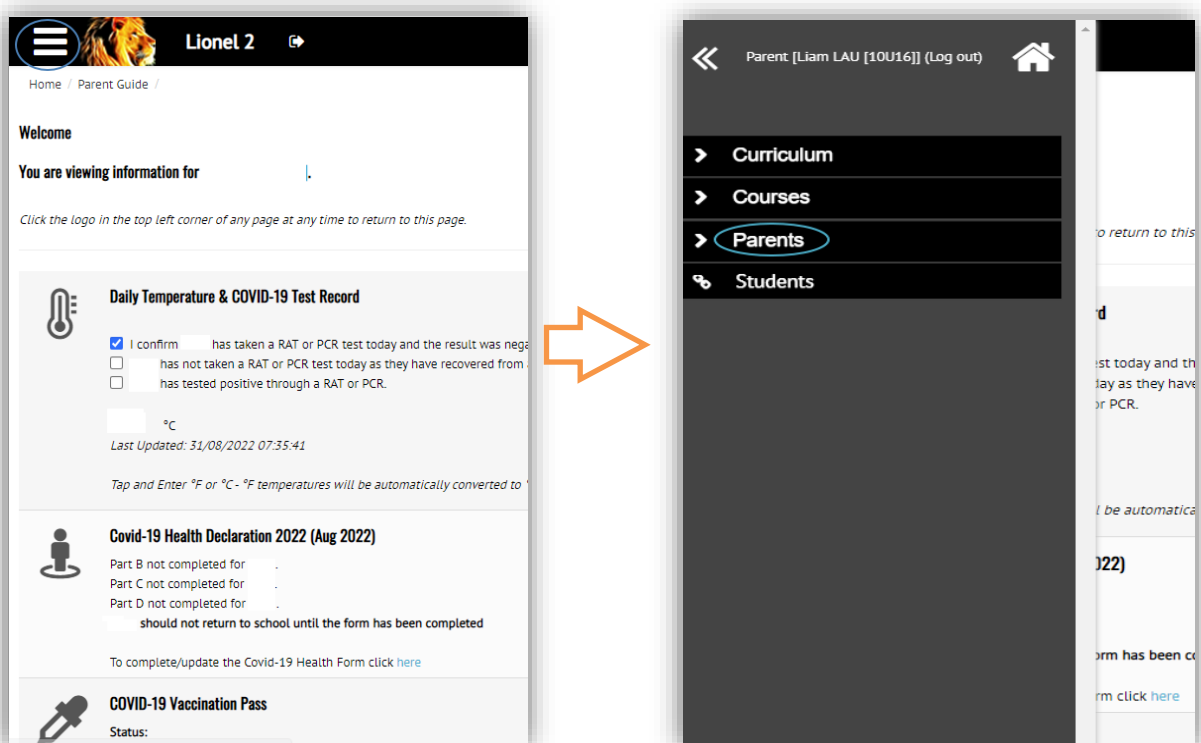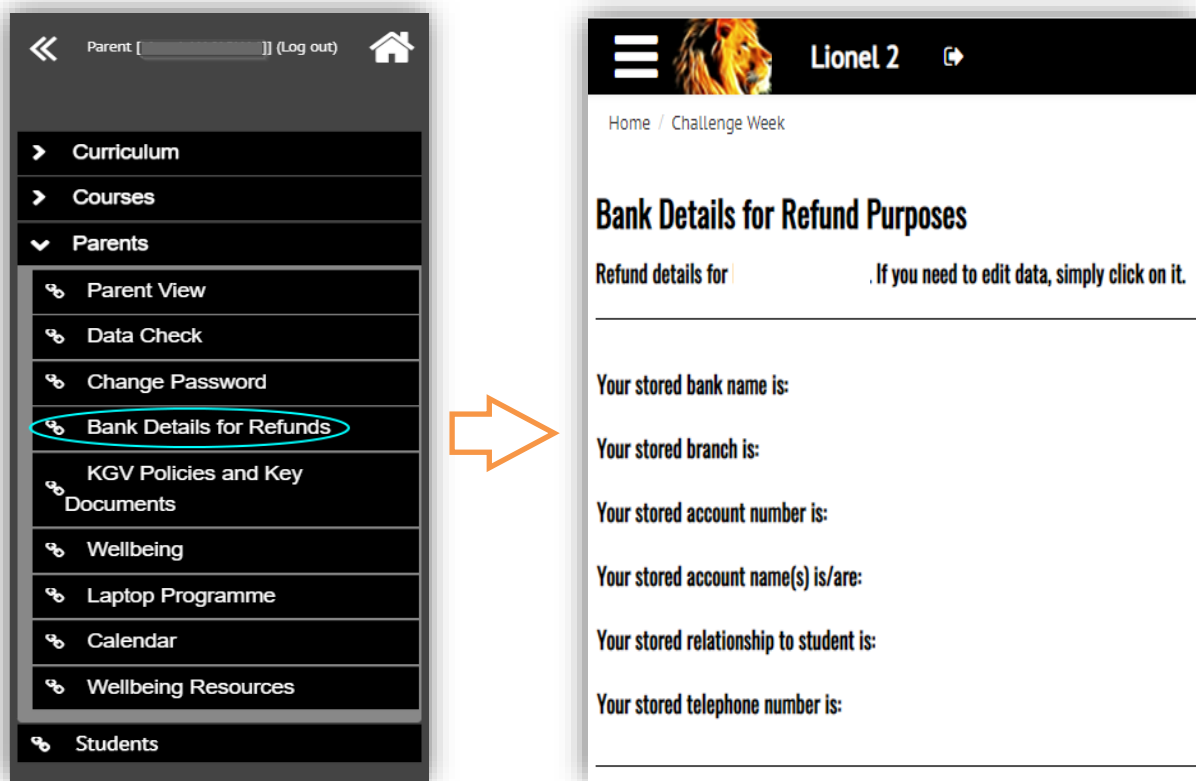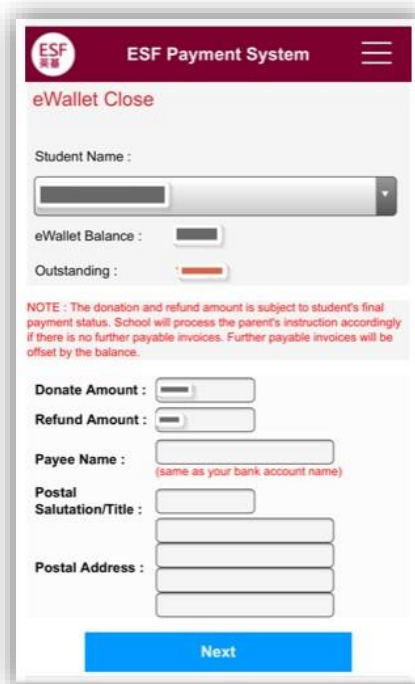
7.3 What information do you need to input to the Bank Details Form?

The following information is required to be inputted to the Form:
1) Bank Name;
2) Bank Account Number (must be within 9-12 numeric characters, branch code is the first 3 digits, account number is the following 6-9 digits);
3) Name(s) On The Account;
4) Your Relationship To The Student; and
5) Your Telephone Number.

8. Close Account & Refund

To close your account, please select " Lionel 2 VLE 📖 " on the dashboard of ESF App, then scroll down the page and choose '$'. Select "Close" under the eWallet tag. You will see an eWallet Close Form. Please complete the Form to submit your close account request. Once you have completed the Form, please notify us regarding your request to close account by sending an email to financedept@kgv.edu.hk . We will refund the credit (if any) to you.

9. ePayment Q&A

1. **Can I pay invoices through the Bill Payment I used to settle invoices before 1 Aug 2020?**
   No, ePayment was upgraded on 1 Aug 2020, we now only accept PPS by internet, PayPal credit card via PayPal. You may refer to 1.1 What is KGV ePayment System of this guide for settling invoices with the abovementioned methods.

2. **Can I pay invoices through PPS by Phone?**
   No, but you may use PPS by Internet to pay for invoices. For details, please refer to section 6.2 How to settle your invoices with PPS.

3. **Can I pay bills at the PPS Registration Terminal?**
   Sorry, the PPS Registration Terminal does not process payment transactions.

4. **What can I do if I forget my PPS Account Number?**
   Please bring your ATM card to any PPS Registration Terminal to retrieve your PPS Account Number using the 'Enquire Account' function.

5. **What can I do if I forget my PPS Internet Password?**
   Please bring your ATM card to any PPS Registration Terminal to change the PPS Internet Password by using 'Setup/ Change Password' function.

6. **Can I use PPS outside Hong Kong?**
   As long as you have a valid PPS Account holder and have access to the Internet, you can access PPS by Internet wherever you are.

7. **How can I open a PayPal account?**
   Please refer to section 5.1 How to register a PayPal Account.

8. **How to open a PPS Account?**
   Please refer to section 6.1 How to register a PPS Account and get a PPS Internet password.

9. **How can I only use the credit in my eWallet?**
   The system will automatically use the credit (if any) in your eWallet when you pay the invoice(s). Only the difference is charged to your PayPal/Credit Card/PPS.

10. **Am I charged a service fee if I pay through PayPal or with a credit card?**
    The School pays all service fees.

11. **Can I settle my invoices using a credit card or debit card?**
    Yes. To settle an invoice with a credit / debit card, please select either "Check out as guest" or "Pay with a card".

12. **How do I change the language when I select the region as HKSAR on a credit card field?**
    By scrolling down to the bottom of the page, you can change the language to "English".

13. What should I do if the credit card is declined after trying multiple times?
    You may try using a different credit card or check with the credit card issuer for the decline reason.

14. Does PayPal save my credit card details in the computer or the system?
    There is an option in the PayPal system that allows you to choose whether to save the credit card details in the computer / the system.

15. Can I settle my invoices with other payment methods?
    We accept PayPal, or Credit Card payments through PayPal, and PPS via the internet. We no longer accept TT payment, PPS account via the phone, cheque, cash or direct transfer to the ESF bank account.

16. Can I deduct payment for one of my children from the sibling's account?
    Yes. Please refer to section 2.5 [How to transfer the balance from one of my children's eWallet to another](#).

17. Can I pay directly to the School's Paypal account without processing through the ESF App or Lionel 2?
    No. Parents can pay the School via i) ESF App or ii) Lionel 2. To access ESF App, please click 2.1[How to get ESF App](#). To access Lionel 2, please click 3.1[How to settle invoices via Lionel 2](#).

18. Can I settle the payment via cyberbank?
    No. The payment system is no longer allowing parents to pay via cyberbanking.