Cashless Fee Payment – FAQ (Frequently Asked Questions)

1. **What is the Online Fee Payment?**

   This is a cashless online credit card payment facility provided by Nexus International School Malaysia (NISM) to enable parents/guardians/payers to pay fees via internet banking services. This is done through the school's Nexus One Card portal (https://topup.nexus.edu.my/).

2. **How do I access the Online Fee Payment?**

   Go to the Nexus One Card portal* at https://topup.nexus.edu.my/. This is the same portal used to top up your Nexus One Card. Log in using your school registered Gmail ID/password

   [*The Nexus One Card portal is the portal where parent can purchase pre-order meal, online e-Purse top-up and retrieve e-Purse transaction reports]

3. **Why can't I see my child's full year invoice directly in the "Fee Payment" section of the Nexus One Card portal?**

   An invoice for full year fees needs to be generated separately and uploaded into the portal by our Finance Team. Therefore, kindly contact the Finance Customer Care @ 03-8889 3868 should you decide to use the credit card payment option for your full year's fee payment. They will then inform you when the invoice is available.

   Once the invoice is uploaded you will be able to make payment via the portal through the "payment" button. This will redirect you to a page with a list of participating banks. Once you have selected your bank, you will be redirected to the online portal (or interface) of your own bank to proceed with the payment via internet banking.

4. **Can I pay term fees using the Online Credit Card Payment?**

   Currently, the online credit card fee payment is to facilitate full year fees payment only, i.e. advance whole year payment of Term 1, 2 and 3 fees, paid in full on or before the first day of Term 1. For new students joining the school, the annual tuition fee (for 3 full terms) must be paid on or before the commencement of study in Term 1.

   Please note that currently, payment by credit card is open to advance Full Year Fee payment only.

5. **Why can't I make my payment in a single transaction?**

   Single transaction cannot be made due to the transfer limit of RM30k set by the payment service provider. As such, you need to split your payment into multiple transactions for now, while the school is actively working with the service provider to improve on the service.

6. **Can I split the payment and make multiple payments for one bill?**

   Yes, you need to split the payment into multiple transactions.

7. **What if I can't make full payment due to total amount payable exceeding my credit card limit?**

   Please ensure your credit limit is sufficient before making payment via online credit card payment. If necessary, please contact your bank to change the credit card limit.

8. **How do I make payment using the Online Fee Payment facility?**

   We accept both Card Payment (Credit Card & Debit Card) and Direct Debit (Online Banking) through the internet banking website so you can select whichever option that suits your preference.

9. **What if I have more than one child in the school but I wish to make payment for one/selective child(/ren) only?**

   At the Online Fee Payment portal (after login), select the child(/ren) that you want to make payment by putting a ✓ (tick) at the corresponding box(es). E.g. If you want to pay for child A only, check the box for Child A only.

10. **What do I do if I encounter a problem during the Online Fee Payment transaction?**

    If the problem is encountered during transaction in the internet banking website, please contact the bank for assistance.

    If the problem is encountered during transaction in the Nexus One Card portal, please contact the school's Finance Customer Care personnel. Please record the transaction reference ID and capture the screen shot of the error for your communication with the Customer Care personnel.

11. **Are payments refundable?**

    Refunds are generally not permissible unless with sufficient withdrawal notice according to the Withdrawal Terms. Please contact our School Finance Customer Care if assistance is needed.

12. **Who do I contact in case of any issues regarding my payment?**

    You can always email the school Finance Customer Care at accounts@nexus.edu.my or call us during business hours at +603-8889 3868.

Member of Taylor's Education Group

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13. **How do I know if the transaction is successful or otherwise?**

   You will receive notifications as follows:
- On the Online Fee Payment portal;
- Email notification from FPX; and
- Email notification from eGHL

14. **Where can I view my Online Fee Payment transaction history?**

   Go to the Nexus One Card portal (https://topup.nexus.edu.my/). Look for "Report" (top menu) and select Report >> Fee Payment Report.

15. **Can I choose other cashless payment mode like e-wallet (e.g. Touch & Go e-wallet, WeChat), PayPal?**

   Unfortunately, only transaction through internet banking account is available for now. We will inform parents should other payment modes are available in future.

16. **If I pay full year payment and I withdraw end of Term 1, how do I get a refund for the remaining terms?**

   Should a student leave the School during or within the Academic Year 2019/20; and provided that adequate written notice of withdrawal is served according to the terms and conditions governing withdrawal in the Enrolment Form, the prepaid Tuition Fee for the terms that the student will not be enrolled in will be refunded but the rebate granted at the beginning of academic year will be proportionately deducted from the prepaid Tuition Fee. For purpose of clarity, Tuition Fee paid in advance at the beginning of every term will not be pro-rated even if a child chooses to cease his studies or attend school in the middle of a term

   The refund will be paid to the payer as stated in the Application for Admission Form.

17. **If I am a new parent without a registered Google account with the school, can I still pay by credit or debit card?**

   Yes, it is possible. Kindly contact Finance Customer Care at accounts@nexus.edu.my or call us during business hours at +603-8889 3868.