

Hero Finance (Parent Accounts)

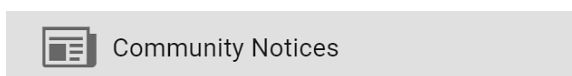
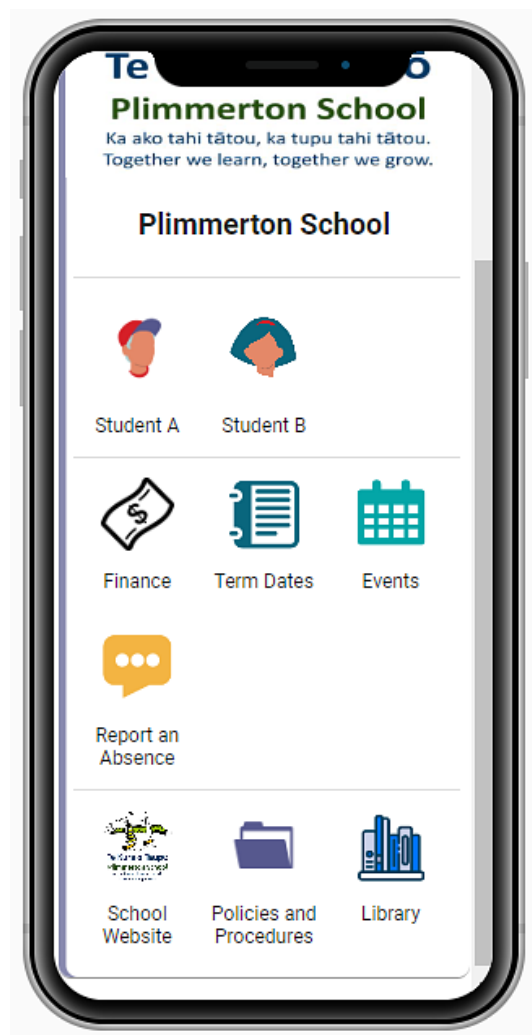
Access to view Hero (Finance) Accounts is parent/caregiver/student-specific, this means that if required a caregiver can have access to view the account for one child in a family but not another. This is particularly useful in blended family situations where students with different secondary caregivers are linked as siblings. The caregiver will only see the student on a family statement that they have access to see.

The team at Hero is currently working towards providing the facility for multiple accounts per family in order to cater for diverse family dynamics. You will be notified when this feature becomes available.

For more information about managing your Hero Account and the different payment options available to you please see below.

Hero (Finance) Accounts

When you log into Hero, you will be presented with the following menu, the Finance icon will only exist for those with finance access enabled. If you can't see your child's Account, or you wish to update access, please contact the school office.



Hero







Elissa Wilson



Logan Wilson



On entry, it will default to **UNPAID LINE ITEMS**, but you can choose to view the full statement or the current year only.

Hero								
Finance								
Filter by:								
FULL STATEMENT			UNPAID LINE ITEMS			2019 ONLY		
Learner	ID	Date ↑	Name	Description	Debit	Credit	Balance	Pay Online
 Logan Wilson	101	2019-09-25	Soccer	Term 4	40.00	30.00	10.00	<input type="checkbox"/>
 Elissa Wilson	111	2019-09-27	Camp	Year 7 and 8 Camp at Wainui	150.00	0.00	150.00	<input type="checkbox"/>
 Elissa Wilson			Payment in Advance			85.00	-85.00	
 Logan Wilson			Payment in Advance			20.00	-20.00	
					\$190.00	\$135.00	\$55.00	

Clicking the blue amount in the credit column will reveal the payments or other credit transactions applied against that line item.

Payment Options

There are several ways to pay for your Hero Account charges, these include:

- Online debit and credit card payments, secure and direct to your Hero Account via Stripe – see *Paying Line Items Online below*
- Cash, Eftpos, or Credit Card payments at the Office, these payments will be applied to your account, and a receipt can be generated for your reference.
- Internet banking to the school bank account using your child/ren's Surname and Line Item reference (e.g. Swimming, Camp, Donation) as a reference.

Please note:

- If no Line Item reference is provided payments will be allocated to invoices in date order.
- Internet banking payments can take a week to appear on your Hero Account.
- Internet banking payments account is: **Plimmerton School Board of Trustees**
12-3478-0062343-00

Paying Line Items Online

Hero uses Stripe to allow you to pay your account charges using a Debit or Credit Card. This incurs a processing fee which will be shown on the payment confirmation screen. Line Items paid using this method will automatically update the Line Item in Hero with an 'ONLINE' payment type.

To pay online, click the slider on each line item you wish to pay followed by **PAY SELECTED ITEMS**. Part payments are not able to be made at this stage.

Hero

Finance

Filter by:

FULL STATEMENT UNPAID LINE ITEMS 2019 ONLY

Learner	ID	Date ↑	Name	Description	Debit	Credit	Balance	Pay Online
Logan Wilson	101	2019-09-25	Soccer	Term 4	40.00	30.00	10.00	<input checked="" type="checkbox"/>
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					\$190.00	\$135.00	\$55.00	

PAY SELECTED ITEMS

The payment processing screen will be displayed, this includes the processing fee applied.

Online Payment ×

ID	Description	Amount
101	Soccer Term 4	\$10.00
111	Camp Year 7 and 8 Camp at Wainui	\$150.00
Subtotal		\$160.00
Online Payment Fee		\$6.07
Total		\$166.07

[CANCEL](#)

From here you can complete the payment (using a debit or credit card) or cancel and choose an alternative payment option as above.

Generating Tax Receipts

You can generate receipts from your Hero Account at any time including for the payment of your School Donation so that you can claim the Tax rebate.

To print a tax receipt click **VIEW ALL PAYMENTS**, followed by **VIEW DONATION PAYMENTS**, and click the desired tax year button.