Sticitt Parent FAQ

Sticitt Pay

What is Sticitt Pay?

Sticitt Pay is a school payment system used by schools and tuckshops to organise their payments and reduce their administration.

Is Sticitt Pay secure, are my funds and information safe?

As a business, we take security very seriously. We are PCI DSS compliant, registered as a TPPP with the South African Payment Association, and POPIA compliant.

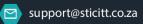### How do I get a Sticitt wallet?

If you as a parent would like to manage your educational money and raise your child to be financially enabled, you can register and create a wallet on money.sticitt.co.za . This wallet can then be used for any of your school payments on Sticitt Pay. Alternatively you can just pay using a VISA or Mastercard or with Instant EFT.

How do I load funds into my wallet?

Open money.sticitt.co.za and select Load Funds. After selecting your bank account you'll see the different options available for your bank.

How long does it take for an EFT to reflect in my Sticitt wallet?

If you used the right reference your funds will show as soon as we receive the payment from your bank. EFT Payments from FNB should show within 30 minutes. EFT Payments from other banks made during business hours should show by the following morning.

What do I do if my funds are not showing in my Sticitt wallet?

There may be two reasons for this:

1) If you selected pay next to the project or fee and then proceeded to load funds afterwards, you have pre-authorized a payment, so the moment you loaded funds the fee was paid automatically.

2) If you did an EFT, make sure you used the correct 8-letter EFT reference that is on the same page as our banking details. That is your unique reference and should always be used when you make an EFT. Also, remember that an EFT can take up to 48 hours to clear, depending on your bank.

If you believe your funds should be showing you can send your proof of payment to support@sticitt.co.za and we'll follow up to make sure any unallocated funds are allocated to your Sticitt wallet.

What happens when my kid leaves school and I have funds in my Sticitt wallet?

You can request a refund of the funds in your Sticitt wallet at any time by going to money.sticitt.co.za and selecting Withdrawal in the menu. We charge a fixed administration fee to process any wallet refunds.

There are funds in my wallet but the school has not received my payment?

Remember to always select "Pay" next to the fee or project after loading funds.

Tuckshop Tags

How to link tags?

On money.sticitt.co.za select Manage Tags in the menu and follow the instructions.

How to load funds onto my tag?

You do not load funds directly onto a tag; instead, you load funds into the Sticitt wallet the tag is linked to. Once your tag is linked to the wallet, you may begin using it.

Where do I see the balance of my tag?

Once you have uploaded funds onto your Sticitt wallet, your child can automatically start using the tag and spend according to the daily limit you have set for the tag.

How to disable tags?

On money.sticitt.co.za go to Manage tags, find the tag you would like to disable. Open the tag and change the Enabled toggle to Disable. You can always Enable it again should it show up later.

Why tags can only be linked to one wallet?

Think of your wallet as a bank account, and the tag as a bank card. It can only draw funds from one account for practical purposes.

Where can I get a new tuckshop tag?

Please contact your school directly to organise a new tag for your child.

Child Wallets

What is a child wallet?

A child wallet is a separate account that your child can use to learn to track their "own" money, but that you still control.

What does a child wallet cost?

A child wallet costs R35/child/month which includes the separate account under your control and all of our built in tools to help you teach your child the basics of managing their money.

How can a child pay from a child wallet?

A child wallet can be linked to a tag, just like you link a tag to your wallet. In money.sticitt.co.za add a tag or select an existing tag. Then simply change the wallet the tag is linked to the child's wallet.

Can a child wallet use the Sticitt Pay App?

YES! In money.sticitt.co.za open the child wallet in question and select Link App. You can then send an invite to the email or cell the child will use to log in to the Sticitt Pay App.

Payments in d6

Where do I see the projects I need to still pay for?

Open your d6 Connect App, navigate to More -> Payments -> Pay My School. Scroll down to the "Other Payments" section.

Where do I see what items are outstanding on my school account statement?

Open your d6 Connect App, navigate to More -> Payments -> Pay My School. Scroll down to the "Outstanding Account Payments" section.

How do I view my past payments from my Sticitt wallet?

For a detailed overview of all funds loaded onto your Sticitt wallet and the funds paid from it, navigate to the d6 Connect App-> More-> Payments-> History.