**Product Features**

Whether you are a full-time working official or a stay-at-home parent, either way it is quite a hassle having to make those monthly trips to the bank and stand in long queues to pay your kid’s school fee. Alfa app enables you to pay your kid’s school fee online and hassle-free. Alfa currently has 50 plus schools listed for online fee payment and it is the only banking app that’s offering a cashback of 1000 rupees on first school fee payment.

**Payment Methods – School Fee Payments:**

Bank Alfalah Wallet

Bank Alfalah Account

Bank Alfalah Credit Cards

Orbits

**Customer's Journey - How Customer sees ALFA**

All Details are Automated:

* Select Payment Method / Account  Type
* Select School
* Student Roll Number

This will Auto Fetch the details.

No chance of error at customers’ end.

School will share student list in excel format to upload in bank’s system

**School Fee Payments - Process:**

Schools will be asked to share below details in the User ID Form:• Institution Name & Type  
• City  
• POC Name  
• Address  
• Email  
• Validity Period - This period depicts the expiry of the Fee Bill  
• Maker & Checker Profile Info

**School Fee Payments - Process:**

**User Id:**

School will be provided with a User ID form where necessary details including details of maker and checker profiles will be provided by school, this is a mandatory requirement for activation of school fee payments

**Maker:**

This person will be responsible for providing and uploading the Fee records of the institute

**Checker:**

This person will evaluate the records uploaded by the Maker and will “Approve” or “Reject” the uploaded file as required

**Documentation Required**

**Settlement Process**

Settlement will be done real time into the School’s Bank Alfalah account, there will be no charges for school fee payment transactions

**Reporting Portal:**

School will be given visibility of payments via reports in Bank Alfalah school fee portal.  The portal will depict necessary transaction details for successful payments

**Registration Process**

**The process to Make Payment is simple:**

* Download Alfa
* Open new Alfa Account with Promo Code ‘SC’
* Deposit cash in your Alfa Account through online transfer or from any Alfalah Branch
* Go to Payments > Fee Payments > School Fee Payment
* Select School Name
* Input Student Roll Number
* Pay School Fee
* Get cashback in your Alfa Account

**School Fee Payments – Maker Profile (Steps)**

Step 1: Maker will login to School Fee Payments portal via his credentials and will click on “Click here” to upload Fee file

Step 2: Maker to prepare and upload Fee File as per given template

Necessary Fields:

* Roll Number
* Challan Number
* Student Name
* Amount before Due Date
* Due Date
* Amount after Due Date

Step 3: Maker to prepare and “Upload” Fee File as per given template, once uploaded maker will “Submit” the request

Step 4: 

* Once file is uploaded, status of Successful and Failed records will be shown
* Successful records can be exported for record keeping c) Failed records can be exported as well with Failure reasons mentioned d) School user can correct the Failed records and upload the failed records again

Step 5: Once File is submitted, maker would be able to view the status of the uploaded file in the main view:

Step 6: Checker will login to School Fee Payments portal via his credentials and will be able to view the requests pending for approval

Step 7: Checker can click on “View” to review records uploaded by the Maker

* For Approving the file, checker will click on “Approve”
* For rejecting the file, checker will click on “Decline”
* User will select “Exit” in case he does not want to take any action at that time

**Associated Charges**

* No fee will be charged to customer for fee payment via Alfa App
* No fee charged by BAFL direct clients. However, fee may be be charged by 3rd party fee collection service like Kuick pay, pay pro etc.

**FAQs**

**From where can the school download the Fee File template?**The fee file template is available on the school fee portal, it can be downloaded by the maker. It is also recommended to use the provided template file for fee uploading to avoid any inconvenience

**Records are shown in “Failed” status, what could be the issue?**Please ensure that the data is provided as per the given format. “Failed” record will be shown if data is not provided as per given field format. Please ensure that all mandatory fields are also provided, below are the mandatory fields:

* Fee Month – to be in Date format as per template • Roll number – Alphanumeric Format
* Student Name – Alphanumeric Format
* Monthly/Quarterly Pay – To be mentioned as either “MONTHLY” or “QUARTERLY”
* Fee Amount – to be in numeric format
* Due Date – to be in Date format as per template
* Fee Amount After Due Date – to be in Numeric Format

**How can the fee bill validity be determined by School?**The validity period will be requested from the bank at the time of School fee payments activation, the fee bill will expire once the validity period is over. The fee bill cannot be fetched in Alfa App once the validity period is over.

**From where can the school check the History of uploaded Fee Files?**The History of files uploaded and their relevant status are shown in school fee portal. Maker can be able to view the status against his uploaded files, whereas, the checker can see the history of the approved/rejected files.

**Customer is disputing an additionally paid school fees, how will this be catered?**

* School will receive the complaint from parent/Bank Operations team,
* School Admin will reconcile the fees paid against the Roll number
* If the transaction is additionally Paid, School will share reversal consent with Bank Alfalah
* Bank Alfalah will process reversal as per consent of school
* In case School processes the reversal via cash, or adjusts the fee for next month, they will inform both the customer and Bank Alfalah

**Customer is disputing the accuracy of the details on display at Alfa?**School Admin to check the uploaded file in School Fee portal and take necessary action. Such issues will also be raised with School Admin by Digital Operations Team of Bank Alfalah

**What if Customer pays the fees after Due Date?**Customer will be charged “After Due Date” charges provided by school and shown on the School Fee Payments interface of Alfa App.

**How will the customer be notified for a successful transaction?**Customer will receive an on screen notification, SMS and Email for every successful fee payments.

**Can a customer use his Branch Account to make school fee payment?**Yes, customer may use his/her branch account to make School fee Payments via Alfa.

**How can a customer pay the school fee via Alfa?**Customer can pay via below payment methods:

* Bank Alfalah Account
* Bank Alfalah Wallet
* Bank Alfalah Credit card
* Orbits

**How can a parent/student deposit money in his Alfa Wallet account?**•Deposit Via Bank Alfalah Branch: Customer can visit the nearest Bank Alfalah branch to submit money into his Alfa Wallet account •Deposit via Bank Alfalah(Alfa Shops), Easypaisa and Jazzcash Agents: Customer can visit the nearest Alfa Shop, Easypaisa or JazzCash agent shops to submit money i