

## Online Fee Payment – Parent Guide

### Steps to Pay Fees Successfully via *St. Francis School* Parent App

#### Use Stable Internet

Ensure you're on a strong Wi-Fi or mobile data connection. Avoid switching networks while making the payment.

#### Update the App

Always use the latest version of the *St. Francis School* Parent App from the Play Store or App Store to avoid bugs or errors.

#### Login Correctly

Log in using your registered *parent account*. Avoid using student logins or guest accounts for payments.

#### Check Fee Details Carefully

Before paying, double-check:

- Student's Name
- Fee Amount
- Term or Month

Make sure all details are correct.

#### Choose the Right Payment Method

Use UPI, NetBanking, or Card with a sufficient balance and valid credentials.

#### Don't Exit or Refresh

Once you tap '**Pay Now**', do not press back, refresh, or exit the app. Wait for the success message.

#### Save Payment Confirmation

Take a screenshot of the success message or note down the **transaction ID** for future reference.

#### Wait for Status Update

Payment status may take **2–3 minutes** to update in the app. Please be patient.

#### Don't Pay Twice

If status shows "**Processing**", don't try again immediately. You'll receive an SMS once payment is successful.

#### Contact the School if Needed

If the amount is debited but not updated, share your transaction ID or screenshot with the school office for support.

**Note:** This process helps ensure secure and smooth fee payments. Always follow the steps to avoid failed or duplicate payments.