

Frequently Asked Questions

1. I already have a payment supplier, why should I use KiKa?

KiKa can be used on its own or in conjunction with other suppliers. KiKa's main advantage is helping schools gain additional donations and payments in ways that are difficult or impossible using other methods. We do this by creating personalised QR codes that initiate payments to the school's or PTA's bank account. The school or PTA can place the QR codes anywhere both online e.g. the school website and offline e.g. a local shop window, meaning people can donate or pay anytime from anywhere in seconds. No card readers are required.

2. Are KiKa payments safe?

Yes, Kikapay is regulated by the Financial Conduct Authority (FCA) and each payment must be authorised by the person making it, using their bank's standard customer authentication process. As we are regulated, we check and ensure that payments are only made to the correct bank account. A payment goes directly from the payer's bank account to the school's or PTA's bank account.

3. How do KiKa payments work?

KiKa payments are an alternative to card payments. KiKa uses Open Banking technology to transfer money directly from a donor's bank account to the schools bank account in seconds. Instead of a card, the donor uses their mobile to issue a payment.

4. How quickly does a payment arrive in the school's or PTA's account?

Normally within five seconds. Occasionally it can take longer if, for example, the banking systems involved in making the payment are offline.

5. How much does Kikapay charge?

The first month is free. After this we charge a flat fee of £4 per month for primary schools and PTAs associated with a primary school and £8 per month for secondary schools and PTAs associated with a secondary school.

6. What's the cancellation policy?

You can cancel anytime. Please email pta@kikapay.com to cancel your subscription and also cancel the standing order to pay Kikapay every month.

7. Am I able to see who has made the donation?

Yes, the donor is asked to put their name as the payment reference when making a donation. Kikapay provides schools and PTAs a monthly transaction report showing all payments and Gift Aid information.

8. Is the Internet required to make a payment via KiKa?

Yes, the payer's phone must have an Internet connection and a mobile banking app to make a payment.

9. Is Kikapay GDPR-compliant and does the school need to be aware of anything GDPR related?

Kikapay is GDPR-compliant as laid out in our terms of business. Kikapay is the data processor and the school or PTA is the data controller. This means Kikapay securely stores and processes the data and will delete it as required. Kikapay will not share any data with a third party.

10. Can a payment be diverted from the school or PTA account to a fraudster's account?

No, Kikapay always checks that the destination account is one registered for the PTA or school.

11. Do I need to download an app or create an account with KiKa to make a payment?

No, making a KiKa payment does not require the payer to download an app or register.

12. How do I receive the QR Codes?

Kikapay will send you your personalised QR codes. Once Kikapay's self-service portal is complete, you will be able to download them from there.

13. Does the school or PTA need a card machine or modem to issue the payments?

No modems or card machines are necessary, as KiKa is a cashless payment method which only requires the payer to have a mobile phone.

14. How do I change account details?

Email pta@kikapay.com

15. How do we start taking KiKa payments?

Setting up KiKa payments is extremely simple and quick. Email pta@kikapay.com and we will send across the short onboarding documents.

16. Can I include Gift Aid in the payment?

Kika payments include Gift Aid functionality. We will record all Gift Aid data and send it you on the monthly reports.

17. What type of payments can I make?

You can make both single one-off payments and set up monthly regular payments.

18. Who shall I contact if I have any queries?

pta@kikapay.com