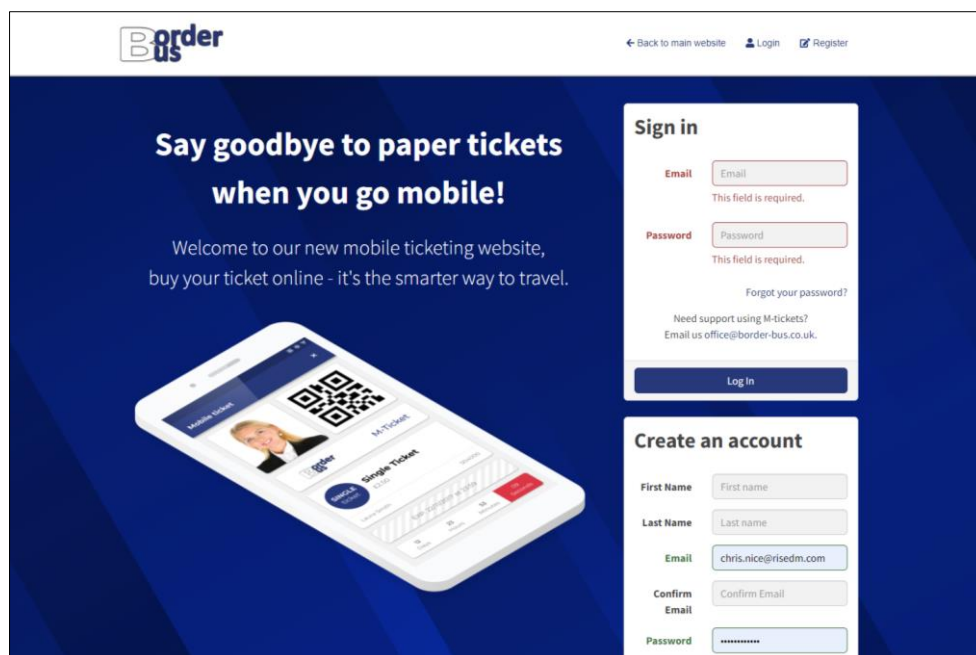


Securing your child's school transport for 2023/24

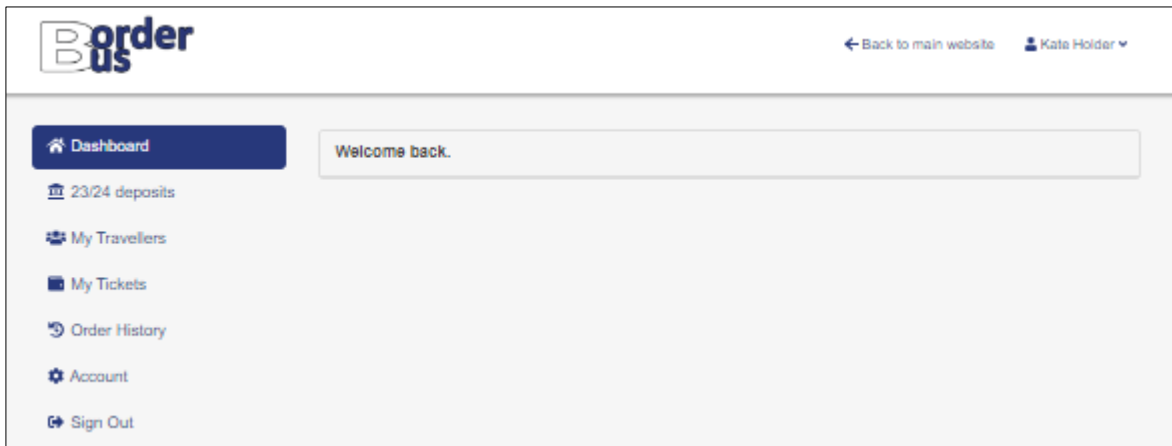
This document outlines the process for purchasing a deposit ticket for your child's school transport for the 2023/24 school year. For further information please contact office@border-bus.co.uk

Step 1: registering (new users)

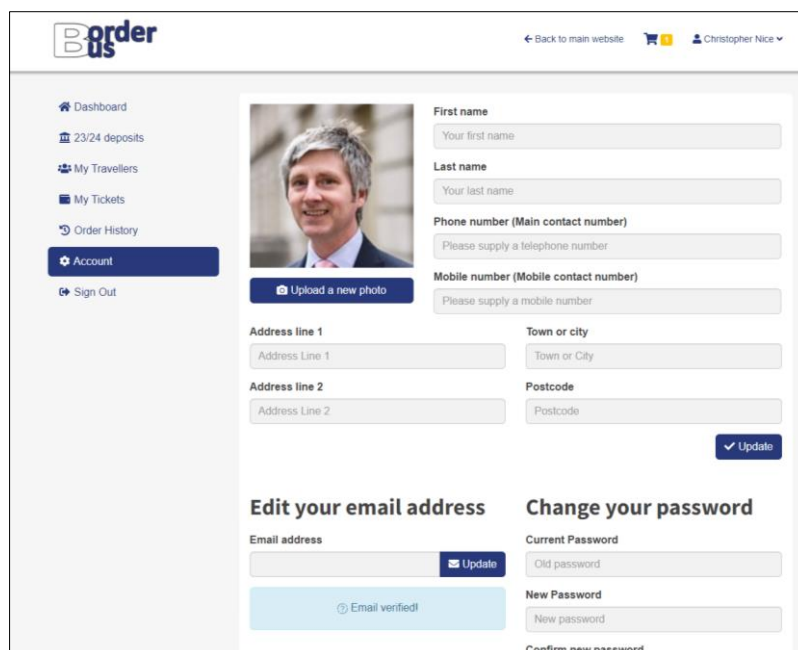
New users can 'Create an account' by completing the box which sits at the bottom right of the homepage; you should use your own details here, not your child's. You will need to agree to the terms and conditions in order to register. You will also receive a registration email once you have successfully created your account, and you will need to verify your email address before you can move forward with your purchase.



Once you are on the 'dashboard' (main screen) of your customer account you will be able to see an option called 'Account' on the left-hand side.

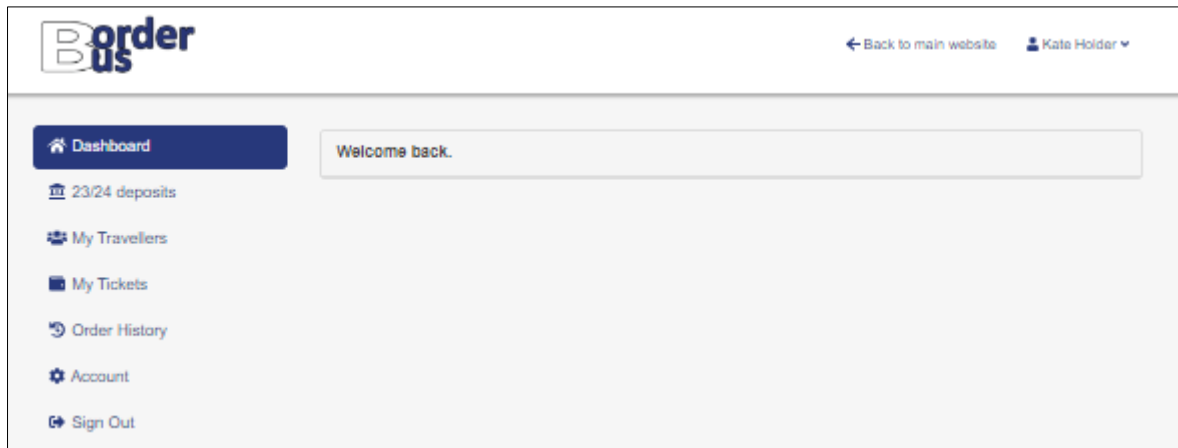


Please click on 'Account' and populate the screen shown below with all your contact details and a photo of yourself.



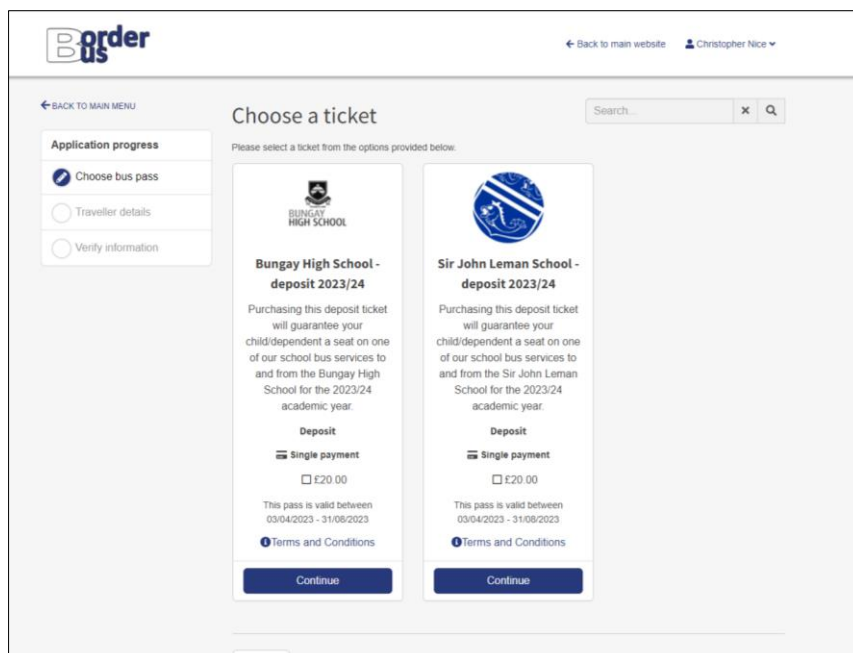
Step 2: view tickets

Once you have completed step one, go to the 'Dashboard' page and click '23/24 deposits'.



Step 3: secure your seat with a deposit payment

You can now reserve your child's seat by choosing either Bungay High School or Sir John Leman School, selecting the £20 deposit option and hitting 'Buy Ticket'.



Step 4: select traveller

On this page you select the person (your child/dependent) who is to receive the ticket you have purchased. If you have already added a 'traveller' to your account, then their name will appear in the top box (see image below).

To create a new or additional traveller*, follow the on-page instructions and provide full contact details (and a photo of your child). It is very important that the email address you enter for your child here is not the same as your own.

*Once the details have been provided for your new traveller, and a ticket has been purchased, the system will automatically create them an account and email the login information to the specified traveller email address. Please note that on the screen shown below, the child would display as 'Joe Bloggs (unregistered)' if the email address had not yet been verified—this will not stop you continuing with the ticket purchase.

CREATE A NEW TRAVELLER

Please note: Once the details have been provided for your new traveller, we will automatically create an account and email the login information to the specified traveller email address.

First Name	<input type="text"/>	Address line 1	<input type="text" value="4 Sedgemoor"/>
Last Name	<input type="text"/>	Address line 2	<input type="text" value="Southend-on-Sea"/>
Date of birth	<input type="text" value="dd/mm/yyyy"/>	Town/City	<input type="text" value="Shoeburyness"/>
Mobile Number	<input type="text"/>	County	<input type="text"/>
Email Address	<input type="text"/>	Postcode	<input type="text" value="SS3 8AX"/>

Profile image

Step 5: verification process

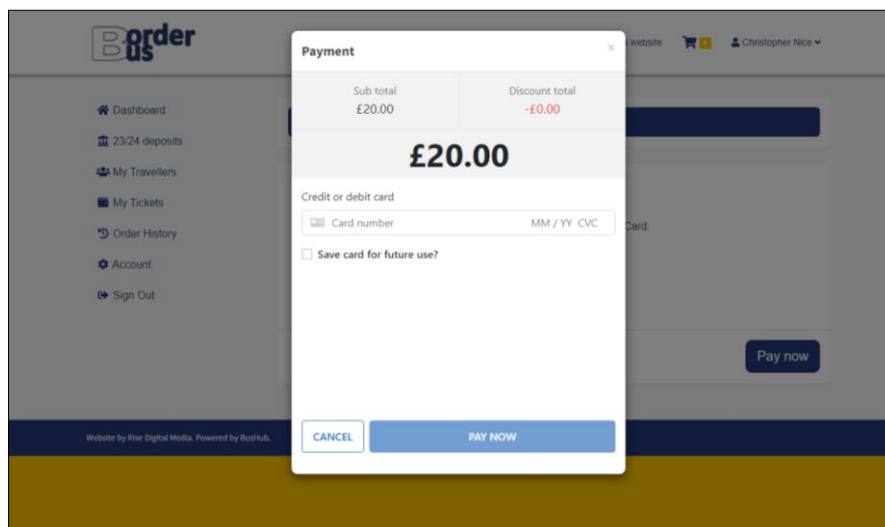
The site will now display the full details of your booking. Please check and confirm that all account, traveller and ticket information is present and correct. If anything is missing or needs updating then click on the relevant section of the menu bar on the left-hand side of the page.

Once you are happy that all details are correct you need to agree to the Conditions of Carriage and hit 'Save and continue'.

At this point, the system may ask you to upload a photo of yourself (if there is not one already stored in the system). Once you have added a photo, you will need to go back to the dashboard to find your part-complete ticket purchase; please click on it and continue to step 6.

Step 6: review order and make payment

Once you have reviewed your order you can purchase your child's deposit ticket by making the £20 payment. Follow the usual onscreen payment instructions and hit 'pay now'. PLEASE NOTE: it can take up to 60 seconds for our system to be notified by the payment gateway that a payment is complete. The payment may show as 'checking status' during this time – please be patient. You will receive an email once the payment has been completed. Only one payment can be made at a time – if you have more than one child you will need to purchase each ticket separately.



Step 7: payment and order confirmation

Once your payment has been accepted you will receive an email notification confirming the transaction has been completed and your child's seat reserved.

Next steps

Once you have purchased your child's deposit ticket their space will be guaranteed for September; we will email you in August with details of your child's allocated route and further information/instructions.