

The logo for 'esenda' is written in a white, lowercase, sans-serif font. The letters are bold and modern, with a slight shadow effect. The background is a solid blue color with faint, white, abstract curved lines that create a sense of movement and depth.

esenda

Card Payments onboarding
Information for Schools

Introduction

To start accepting card payments through esenda, your school will need to complete a short compliance process. This is a standard industry requirement known as KYC (Know Your Customer), which helps verify organisations and ensure payments are processed securely.

The process usually takes 10–15 minutes to complete, provided you have the required information and documents ready in advance.

Below is a quick overview of what to expect and what you will need to prepare.

What to expect

If you're new to esenda, once your esenda portal is ready, you will receive an email asking you to log in and complete the compliance form. When you log in, you will see a banner on your dashboard prompting you to begin the process.

If you're already an esenda school, once we've activated cards you'll see the same orange banner, asking you to complete your card onboarding.



Get Started with Card Payments

Further information is required. Please complete the onboarding process to start accepting card payments. [Start Onboarding](#)

The form is divided into several short sections covering your organisation, authorised representatives, and where card payments should be paid out.

Some sections will also ask you to upload supporting documents, so it's helpful to have these prepared before you begin.

Once all sections are completed and submitted, your information will be verified and card payments will be enabled on your account.

What's needed to complete the form

1. Organisation details

Basic information about your school or organisation:

- Legal organisation name
- Registered address
- Company registration number (if applicable)
- VAT registration number (if applicable)

And financial details about your company:

- Number of employees
- Operating currency
- Financial year or reporting dates

2. Authorised representative details

You will need to provide details for **at least one authorised representative** of the organisation. This should be someone who has authority to act on behalf of the school.

You will be asked for:

- Full name
- Job title
- Email address
- Phone number
- Confirmation that the person has authority to sign contracts on behalf of the organisation



Upload required: A form of **photo ID** for the authorised representative (for example a passport or driving licence)

You may also be asked to provide details for **directors or owners of the organisation**, depending on your organisation type.

3. Customer support contact

This section asks for the contact details parents or payers should use if they have questions about payments.

You will need to provide:

- Support email address
- Support phone number

4. Payout details

This section confirms where your card payments should be paid out.

You will need to provide:

- Bank account name
- Account number and sort code (or equivalent)



Upload required: A **bank document dated within the last 12 months**, such as a bank statement or official bank letter showing the account details.

5. PCI questionnaire (temporary)

You may see a **PCI questionnaire** within the form.

This section will soon be removed and **does not apply in this case**, as neither esenda nor your school stores card details.

If the section still appears, it can be **completed and signed without consequence**.

6. Services agreement

Finally, you will be asked to review and sign the services agreement to complete the onboarding process.

Once you've submitted the form

After submitting the form, your information will be reviewed and verified. Once verification is complete, card payments will be enabled in your esenda account and you will be ready to start accepting payments.

Need a hand?

If you have any questions while completing the form, you can use the **“What does this mean?”** help buttons within the form for additional guidance, or contact the esenda team at support@esenda.com