

KCC Travel Saver: online application guide

Before starting to apply, in addition to the scheme Terms and Conditions, please be aware of the following:

- You must complete all stages of your application in one session – you cannot save your details and return at a later time.
- You must have an email address (and have access to it at the same time as applying if you are renewing your pass).
- If you are making a new application, you must have a passport style photograph in JPEG format of no more than 40KB in file size ready to be uploaded.
- If you are making a new application, you will need to provide the name of your child's school or college from when the pass will be required i.e. from September.
- If you are renewing your pass you will need to have your child's current pass number. If you are applying on the basis of paying by instalment you will need to be able to provide full bank details including Bank or Building Society Address, Account Number and Sort Code.
- You will need to have one of the following credit or debit cards as your method of payment: Visa Credit, Visa Debit, Visa Electron, Mastercard Credit, Mastercard Debit, JCB, Maestro



As all the data which you enter is transferred directly into our systems, please take care when typing!

Table of Contents

- KCC Travel Saver: online application guide 1**
- Apply for a Travel Saver Pass 4**
 - Without sibling offer discount..... 4
 - With sibling offer discount..... 4
 - Select your payment option 4
 - Enter your child’s details 5
 - Enter your child’s address 5
 - Select your child’s school 6
 - Upload a photograph of your child..... 6
- Payments..... 8**
 - Paying in full..... 8
 - Paying by direct debit 8
- Renew your Travel Saver Pass 10**
- Payments..... 12**
 - Paying in full..... 12
 - Paying by direct debit 12

On the first page of the application, you will be asked whether you wish to apply for the sibling discount, which applies if you have 3 or more children in the same household, in school years 7-11.

This discount means that you will only pay for the first 2 passes, with any 3rd or 4th pass provided without extra charge.

When selecting this option, you will need to add all student details to the application, and then the cost relating to the 3rd and 4th passes will be deducted from the final charge.

Apply for a KCC Travel Saver

This page will time out after 20 minutes of inactivity

Choose Discount

If you have 3 or more children in the same household, in school years 7-11 and wanting to apply for a KCC Travel Saver then you will qualify for our Sibling Offer. This means that you will only pay for the first 2 passes with any 3rd and 4th pass provided without extra charge. Simply select this option, add all student details and when you submit these then the costs relating to the 3rd and 4th passes will be deducted off the final charge.

Choose Discount Option:

- Proceed without the sibling discount
- Proceed with the sibling discount

[Continue](#)

You will be asked whether you wish to **renew** from an existing pass or make a **new** application.

If you already have a current KCC Travel Saver pass, then please select RENEW as this will make your application easier for you and also mean that we don't end up with a duplicate record.

Please note, all applications for a 16+ Travel Saver Passes have to be made as **new**.

Apply for a Travel Saver Pass

Without sibling offer discount

Application type, when applying without the sibling offer discount. Select the one that you want and then click next.

[View the guide to applying online](#)

Choose the Application Type: 

- Renew your KCC Travel Saver
- Apply for a KCC Travel Saver

Next

[Apply for a replacement if you have lost your pass](#)

With sibling offer discount

Application type when applying with the sibling offer discount. Select the one that you want and then click add.

[View the guide to applying online](#)

Choose the Application Type: 

- Renew your KCC Travel Saver
- Apply for a KCC Travel Saver

Applications/Renewals

Please use the Add button to create a renewal/application

Delete

Add

Submit

[Apply for a replacement if you have lost your pass](#)

Select your payment option

[Application Details](#) > [Product Details](#) > [Pupil Details](#) >
[Parent/Carer Details](#) > [Payment](#) >

Product Details

 This symbol means that you must select this information

 Product: 

- Travel Saver Upfront Payment - £370.00
- Travel Saver 8 Instalments - £380.00
 - KCC Travel Saver: (ex. VAT) £370.00 (VAT: £0.00)
 - Direct Debit Admin Fee: (ex. VAT) £10.00 (VAT: £0.00)
- Free Meals Travel Saver - £120.00
- Free Meals 8 Instalments - £120.00
 - KCC Travel Saver: (ex. VAT) £120.00 (VAT: £0.00)
 - Direct Debit Admin Fee: (ex. VAT) £0.00 (VAT: £0.00)

Back

Next

You will be asked to select the product that you wish to apply for i.e. a full cost pass with upfront payment, a full cost pass paid for by instalments, a Free School Meals pass with

upfront payment or a Free School Meals Pass paid for by instalments etc. Select the one that you want.

Enter your child's details

You will be asked to enter all the details relating to the pass holder. Please be careful to fill in all details accurately. This includes their:

- First name
- Surname
- Date of birth
- Academic year
- Gender.

★ First Name: (full name not initial) ⓘ

★ Last Name: ⓘ

★ Date of Birth (dd/mm/yyyy): ⓘ

★ Academic Year from September: ⓘ

The academic year will be calculated automatically from the date of birth entered. If your child has been put forward a year, email kcctravelsaver@kent.gov.uk to amend your application.

Enter your child's address

To make sure that the address you give is in the preferred format, please use the address finder by first entering the postcode and then clicking on the find addresses button, then select the correct home address from the drop-down menu.

★ This symbol means that you must enter this information

Building Number/Name: ⓘ

 e.g. 39 or Nash House

★ Postcode ⓘ

 e.g. ME14 2TA

Find Addresses

★ Select Address:

Back

Next

As the Travel Savers are only available to Kent residents, only postcodes within Kent County Council's boundary will be accepted as valid. Remember to type a space between the first and second half of your postcode i.e. ME19 4QG and not ME194QG.

Select your child's school

Select your child's school from the drop-down lists of districts and schools by choosing first the Kent district/county, and then choosing the school.

★ This symbol means that you must enter this information

★ Kent District/County: ⓘ

-- Please select a district --

★ School: ⓘ

-- Please select a school --

Back

Reset

Next

If your school is not shown, please check that you have selected the correct district.

If your school is not listed, please email kcctravelsaver@kent.gov.uk as you will not be able to complete your online application at this time.

If your school might change, then please use the school that you are most likely to attend and if these changes let us know and we can change this at a later date.

Upload a photograph of your child

You then need to upload your photograph. To do this, select the choose file button and browse for your photograph and press upload on your desktop.

Upload a passport-style photo of the pupil here. The file must be in .jpg/.jpeg format with minimum dimensions of 2.5cm x 3.5cm, and maximum dimensions of 3.5cm x 4.5cm. Use the 'Choose File' button to select an image on your device, then the 'Upload' button to check and display it. If the image is too big, use the 'Crop' button to edit it

★ Upload a Photograph: ⓘ

Choose file No file chosen

Upload

Back

Reset

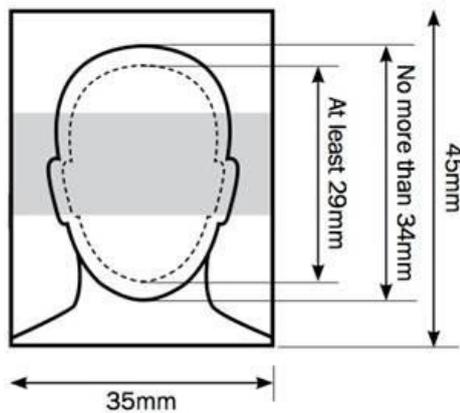
Next

You will be given the opportunity to crop your photograph to set it to the right size and dimensions. Whilst you do so, the photograph file name field (which is the grey box at the bottom of the page) will go blank – this is an expected feature, so you do not need to upload the photograph again.

Acceptable photo sizes

Your photograph should be to a passport standard. Your photos must:

- Be provided as a JPEG / JPG (the system will not accept any other file type).
- Be no greater than 40KB in file size.
- Be taken within the last month.
- Be clear and in focus.
- Be without any tears or creases.
- Be unaltered by computer software.
- Show a close-up of your full head and shoulders. It must be only of you with no other objects or people.
- Be to the sort of dimensions shown below.



Once you have resized the photograph you need to save the amendments in the window before returning to the main application. Before you complete the application, you will be given a preview of the photograph you are proposing to apply with. Please take time to study this and satisfy yourself that it is to the standard required. Please remember, if you upload a photograph that is not clear enough to be printed on the pass, your application may be delayed.

Once you are satisfied with the photograph, and all other fields are complete in relation to your child, you will then need to complete the parent/carer details screen, on the next page.

Resize your child's photograph

To assist you with resizing your chosen photograph the below information may be useful. If the image is not the correct size we will inform you by showing the below error message:

- The photograph dimensions are too large, they cannot be more than 3.5cm x 4.5cm. Please use the Crop button to edit the photo, or the Upload button to select a different one

To crop the image the application system will allow you to drag the points to match the dimensions we require.

Upload Photograph

★ This symbol means that you must enter this information

- Use a 'handle' at the edge of the image to drag the boundaries of the grid and change the dimensions
- Drag the entire grid to select your area
- The width and height are displayed below
- When the grid's dimensions are between 2.50cm and 3.50cm in width and 3.50cm and 4.50cm in height, use the 'Save' button to apply the changes



Once you are happy please continue with the form.

Payments

All applications made online require payment up front (using a credit or debit card) or a commitment to pay through a series of instalments. Please note that we will be unable to process your application and issue a pass until you have made payment or completed a Direct Debit form.

Paying in full

Once you have completed the pass application process identified above, you will be *redirected to the RBS WorldPay website*. After you have completed your payment successfully, you will receive a confirmation of transaction e-mail from orders@worldpay.com and titled 'WorldPay CARD transaction confirmation: 12345678'. Please remember to check any spam folders and security settings in your Emails.

Once complete, you will be returned to the our website where your online application reference number will be shown. If you do need to contact us in the future please quote this if you contact us with any queries.

You will **not** be sent a further confirmation e-mail from the system at this time (only that from WorldPay). If you have received an e-mail from WorldPay, have an application reference number or both, then your application is complete. An email confirmation from the Travel Saver Team will follow shortly before the pass is ready for collection and this will detail the arrangements for collecting the pass.

Paying by direct debit

If you choose to pay by direct debit, you must follow these instructions:

Complete the information regarding the parent/ carer of the passholder, this includes:

- Name
- Telephone number
- Contact details etc.

You will then be asked to enter in your bank details:

- Account holder details
- Account number
- Sort code
- Address of your bank or building society.

You **must** check that all of the details that you have entered are correct.

It is really important that you check this carefully as when you click next you will **not** be able to go back and change them.

Once completed, you will be redirected to a confirmation page alongside a confirmation email will be sent to you. This includes your application number for any future reference.

If you have any questions please email kcctravelsaver@kent.gov.uk.

Renew your Travel Saver Pass

It is important that if you are an existing KCC Travel Saver pass holder that you chose this option.

It is easier for you and means that you do not have to re-enter your details and upload a new photograph and it means that we do not end up with a duplicate record.

You will need to have your most recent KCC Travel Saver pass to enter the current bus pass number, together with the email address you gave us when you applied. First you will have selected the **renew** option. You will then be asked to enter the pass number and the Email address registered with us (as provided as part of your original application).

★ This symbol means that you must enter this information

[View the guide to applying online](#)

Please Provide Pass Number and Email Address

★ Pass Number: ⓘ

★ Email: ⓘ

Email Me

★ Authentication Code: ⓘ

Back

Next

You cannot change any of the details which we hold about you online. If, for example, you have moved home address, changed school, changed your e-mail address or wish to change your photograph, since you applied last year and have not already told us, you should contact the team at kcctravelsaver@kent.gov.uk so that we can update our records. You will then be able to renew.

If you are still eligible to renew your pass, the next screen will ask you to provide key pass number and email address.

The pass number is found in the top left corner of your pass above the photograph.



Once you have entered the pass number and your email address, you must click the “click the email me” button. This will trigger the sending of your authentication code which will be sent to the registered email address.

You will be sent your unique code from the email address kcctravelsaver@kent.gov.uk.

If you have **more than one child**, you will need a separate authentication code for each one using their current bus pass number, unless you are applying under the sibling offer discount for 3 or more children then only one pass number and one authentication code is required for the renewal application.

You can copy and paste the code from the email into the Authentication Code field. When you enter your code, the pass number and email address fields must still be completed before you click the next button.

If you do not copy and paste the code, please be aware that the format is: 1 or 2 numbers, followed by 3 capital letters, followed by 1 or 2 numbers. As an example – 11AAA11

You will then be asked to confirm the details shown – you are not able to amend any details shown, so if any of them have changed, please do not continue with an online application, contact the team at kcctravelsaver@kent.gov.uk.

Payments

All applications made online require payment up front (using a credit or debit card) or a commitment to pay through a series of instalments. Please note that we will be unable to process your application and issue a pass until you have made payment or completed a Direct Debit form.

Paying in full

Once you have completed the pass application process identified above, you will be *redirected to the RBS WorldPay website*. After you have completed your payment successfully, you will receive a confirmation of transaction e-mail from orders@worldpay.com and titled 'WorldPay CARD transaction confirmation: 12345678'. Please remember to check any spam folders and security settings in your Emails.

Once complete, you will be returned to the our website where your online application reference number will be shown. If you do need to contact us in the future please quote this if you contact us with any queries.

You will **not** be sent a further confirmation e-mail from the system at this time (only that from WorldPay). If you have received an e-mail from WorldPay, have an application reference number or both, then your application is complete. An email confirmation from the Travel Saver Team will follow shortly before the pass is ready for collection and this will detail the arrangements for collecting the pass.

Paying by direct debit

If you choose to pay by direct debit, you must follow these instructions:

Complete the information regarding the parent/ carer of the passholder, this includes:

- Name
- Telephone number
- Contact details etc.

You will then be asked to enter in your bank details:

- Account holder details
- Account number
- Sort code
- Address of your bank or building society.

You **must** check that all of the details that you have entered are correct.

It is really important that you check this carefully as when you click next you will **not** be able to go back and change them.

Once completed, you will be redirected to a confirmation page alongside a confirmation email will be sent to you. This includes your application number for any future reference.

If you have any questions please email kcctravelsaver@kent.gov.uk.