

Parent Payment Schedules

Webinar Q&A



the alpha school system



Question	Answer
Where does communications to parents get recorded? In the parents Comm log?	Yes, email communication that has been automatically generated because of an event or occurrence to do with Payment Schedules will be captured within the Parent Record 'Communication Log' tab.
Do we need to Bill Annually to have payment schedules? Can we bill by term as well and will it still work?	Any billing period is fine however the parents will be required to re-enrol in a payment schedule each time. Most Schools will opt for Annual Billing when implementing automated payment schedules and allow them to run across the year.
Can the system accommodate split families, where both parents pay separately?	Yes, this is supported.
When the system is calculating payments does it just take the a/c balance and divide by number of instalments? What about if there are certain payments that are due at a certain time?	Yes, it divides the balance by the number of instalments in the payment period.
How do you update schedules when additional charges are processed?	Yes, new charges can be generated and absorbed into the existing payment schedules meaning they will recalculate to include the updated account balance as a result of the new charges.
How do we setup NAB payment gateway for any direct payments?	With Payment Schedules, you do not need to set up NAB or any other bank gateways. You just need to activate your School EasyPay merchant profile and payments are then processed via School EasyPay (with no separate bank charged MSF or transaction fees to the school).
What are the main considerations for rolling out to parents - to improve uptake?	Early communication to parents about a new payment method coming in, and then a step by step guide when invoices are issued along with a reminder a few weeks into the first term.
Does this allow parents to set up direct debits through centrpay?	No, Payment Schedules enables credit card, debit card, and bank account payments.
How can parents pay directly to school without a schedule using Nab payment gateway and how does that work for centrepay?	With Payment Schedules, you do not need to set up NAB or any other bank gateways. You just need to activate your School EasyPay merchant profile. Payment Schedules does not support centrepay - it enables credit card, debit card, and bank account payments.
If the payment schedule is updated with new charges, are parents automatically notified of the updated payment amount?	Yes

Parent onboarding communication, any template from School EasyPay?	Yes, reach out to School EasyPay and their marketing team will tailor something specific for your school to help you roll out Payment Schedules to families. Email School EasyPay at getstarted@schooleasypay.com.au if you would like to activate integrated payments.
Can you set certain payment dates for certain items?	Yes, this option is available, and the school gets to decide what frequencies you allow families to choose from, e.g., monthly payments occurring on the second Thursday of each month.
How can parents who start at the college after the billing date get onto a payment arrangement?	Depending on the School's billing setup, you would likely have an additional payment schedule option with a 'latest start date' further out in the year to allow any late starters to select this option.
Can parents using online savings accounts? Or does it have to be everyday savings, cheque or credit card only	Parents can pay from a savings account (using their BSB and Bank Account) in addition to Debit Card and Credit Cards.
What is the turn around time for the payments to hit the back, have heard there are long delays, wondering if this has been resolved?	School EasyPay operates on a cleared funds model, so once the funds have cleared from the parent's bank account, they are deposited into the School's bank account.
Are we able to edit a parent's schedule on their behalf?	Yes, the School can maintain and adjust the parent's schedule from within the Parent Record.
Can fees for visa/Mastercard vs American Express be configured as they have different merchant rates?	School EasyPay will confirm the fees for each card type. The school does not get separately charged by banks/ Amex for Payment Schedules. The only fee is the School EasyPay processing fee, which the school can decide to pass onto families or to absorb some/all. Email School EasyPay at getstarted@schooleasypay.com.au if you would like to activate integrated payments.
Does the system allow you to run incentive to sign up? For launch period?	Not via the integrated solution but schools are welcome to apply any discounts / credits to family's accounts. As a suggestion, if the school opts to absorb the payment processing fees for Payment Schedules, that would be a good incentive for families to use it and helps the school gets paid faster and more efficiently.
In the future, would it perhaps be possible to integrate other charges, such as events, into the payment schedule?	Not at this stage.
We have uniform shop linked to school fees, will this also automatically update?	Yes, the School Shop is linked to payment schedules and any new charges will be absorbed into the existing payment schedules.
Will this process become mandatory for schools to use and when?	No this is not compulsory.
If a charge is added through commercial debtors e.g. resources how is this added to the payment plan?	Commercial Debtors is not linked to payment schedules.

<p>How are we able to apply discounts for certain payment schedules i.e. Annual, can we automate the discounts based on schedules selected?</p>	<p>Discounts cannot be automatically calculated based on the payment schedule selected by the parent. If you want to have an automatic discount applied, this will need to be configured using 'discount structure rules' or the 'early payment discount' associated with a single transaction prior to the defined cutoff date.</p>
<p>If a parent opts in to pay the Building Fund Donation, is that processed across the years schedule or as one lump in the first payment? We have to provide a tax receipt so need it as a separate receipt to the fees.</p>	<p>It is processed across the years schedule i.e., a small portion of each instalment. Receipts for the total contributions can be generated.</p>
<p>For split families - will they need to be set up as complex splits to allow each parent to choose their own schedules?</p>	<p>Yes, that's correct.</p>
<p>Does the receipting in TASS happen the day they make the payment or the day it is settled into our bank account?</p>	<p>The receipting will take place the day after the transaction has occurred.</p>
<p>You mentioned the system can now automatically update payment schedules when an additional fee is added to a parents account. We currently use School EasyPay, but do not have this feature. How do we gain access?</p>	<p>Documentation for this can be seen here.</p>
<p>We have some parents who use salary sacrifice and centrepay, therefore these parents would not sign up through the app. How does this work?</p>	<p>They can continue to do this, or the school can manually build the payment schedule for these specific parents in the background.</p>
<p>If you send communications to parents, can you see this a past log? Will this go into the Account Diary or Communication log?</p>	<p>Communication Log.</p>
<p>1/3 of our families pay annually to get the 10% discount. Can we manage these families without setting us something where we may get a charge from Easypay?</p>	<p>TASS has a native function for 'early payment discounts' which can be automatically applied when making once off transactions via the Parent Portal assuming the parents service the entire account balance prior to a defined date. This does not require a payment schedule.</p>
<p>Does this allow for billing / DD over three terms for year 12 students, while the rest of the family is billed over 4 terms and DD over the 4 terms?</p>	<p>Yes, this would be configured by setting the 'last instalment date' to the end of Term 3, meaning that the account balance would be fully serviced by that time.</p>
<p>When will easy pay become mandatory for TASS users?</p>	<p>No this is not compulsory but many schools are benefiting from the integrated payment solution. Email School EasyPay at getstarted@schooleasypay.com.au if you would like to activate integrated payments.</p>

Does the DD arrangement stay in place for the entirety of the family's connection with the school. Or do parents have to agree to arrangement each year?	Parents will need to enrol in a payment plan at the beginning of each year. This is to allow them flexibility in choosing a plan that best suits their current financial circumstances.
If a Parent has one child enrolled and starts a payment plan, and subsequently a sibling enrolls at a later date, how is the payment plan amendments handled?	This is amended using the Bulk Update function.
Are we able to migrate payment schedules and direct debit information already in TASS?	Not currently, parents would need to enrol in a payment schedule via the Parent Portal.
If a payment fails, is the transactions processed automatically in TASS or is a manual transaction required?	TASS will recognise that the transaction failed and will re-raise the transaction after a set number of days as defined by the school.
What's the minimal interval in days between retries? Can it be done on the following day?	One day is the minimum interval between retries.
Is the software compatible with ANZ?	With Payment Schedules, you do not need to set up ANZ or any other bank gateways. You just need to activate your school EasyPay merchant profile and payments are then processed via School EasyPay (with no separate bank charged MSF or transaction fees to the school).
Do the School Fees Statements have to be for the total Annual Fees or can they be for four Terms?	School Fee Statements can be annual or termly.
What are costs involved for using School EasyPay?	The only charge associated with Payment Schedules is a bank or card processing fee which differs based on card types and payment methods. The fees are detailed on the School EasyPay Activation Form and range from 0.50% to 1.8%, with the school deciding whether to pass on some/all the fees to families or to absorb the fees. Email School EasyPay at getstarted@schooleasypay.com.au if you would like to activate integrated payments.
Can you explain how voluntary building fund works? How do parents opted in or out?	Parents can choose how much (if any) they want to contribute to the building fund when setting up the payment schedule.
How does the system deal with early payment discount (whole amount paid upfront) which is currently manually applied at the parents' request.	TASS has a native function for 'early payment discounts' which can be automatically applied when making once off transactions via the Parent Portal assuming the parents service the entire account balance prior to a defined date.
Can parents change plans halfway through the year?	Yes, but only with the manual intervention from the school. Once a payment schedule has commenced, parents do not have the ability to adjust the plan without contacting the school.

Are there fees for declined payments?	There is a small failed payment fee when a first payment fails but if the retry fails, the parent isn't charged again. The default is that the parent is charged the fee. For more information email School EasyPay at getstarted@schooleasypay.com.au
In schools that have this - what proportion of parents use? And what's the uptake rate?	It differs for each school based off their circumstances, but most schools have been able to bring on the majority of families to Payment Schedules within a year or two of implementing it. School EasyPay helps schools with communication to encourage the use of Payment Schedules to help schools get the most out of the solution.
How does the system handle declined payments?	It will notify the parent and alert the school. Then will re-trigger the payment in a set number of days afterwards (as defined by the school). This process will repeat until a specific number of failed attempts has occurred in which the school will be notified and will need to make contact with the parent.
Do you need to setup an annual one off payment schedule if a parent wishes to pay in full and receive a discount?	No, parents can make a one-off payment via the "Make a Payment" function within their account details. This does not require a payment schedule.
Are parents able to over ride the pre-populated amounts?	No, not without manual intervention from the school.
Is there the ability to allow parents to go into credit?	No.
Do you receive notifications that a payment has not been successful?	All unsuccessful payments are shown in the TASS Dashboard.
Can you still manually record receipts into TASS? For example, Staff have salary deductions which we upload a file for.	Yes, there is a dedicated Receipting program.