

# Central Pay VIC Implementation Guide

Digital payments & reconciliation  
made simple.

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## 1. Introduction

This document describes key steps for successful setup of Sentral Pay (payment solution) for end-users (parents) to make payment of payment requests raised in Sentral for Victorian schools.

Several pre-requisites will be outlined followed by a description for the setup Payments.

A detailed description for the setup of each area in Sentral Pay has been provided as well as a checklist of pre-requisites, decisions and recurring tasks that need to be reviewed on a periodic basis.

## 2. Considerations, Dependencies and Pre-Requisites

This section highlights the key areas that the school administration staff need to consider prior to setting up the Payment module.

### 2.1 Data Source

Data for Students, Debtors and Household billing information should be captured in your data layer source (Eduhub, Cases21) prior to implementing Payments.

### 2.2 Financial Management System

Sentral is designed to only provide basic Payment functions, schools will still need to rely on an export Sentral Pay data to for reconciliation of transactions into Cases.

### 2.3 Security

Sentral Pay module reduces risk exposure through secure storing of payment instructions through PCI DSS compliant provider.

### 2.4 Parent Portal

The parent portal will need to be configured for schools to allow for parents to make payments to the school using Sentral Pay.

Schools that have established the Parent Portal can use Sentral Pay. The payments will appear in Parent Portal accounts along with other modules schools have enabled for parents in the portal.

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## 3. Getting started with Sentral Pay

The following is a description of the setup for Sentral Pay. These details will guide you through the simple configuration you need to setup Sentral Pay. Sentral Pay resides in the payments or Fees, Billing & Payments Module.

### 3.1 School Settings

Taken from Global settings, school information must be configured using the “School Details” item under the main settings button. This will configure the school contact details with the Physical and Billing addresses.

### 3.2 Customer Service Agreement (CSA)

This onboarding will be handled by the Sentral Team.

Schools are required to complete an Ezidebit CSA to have an Ezidebit merchant facility created. This is an online form that will be pre-populated with known information prior to being submitted to the school.

#### Before you get started

To ensure your application is processed as fast as possible, please ensure you have supporting documents.

- An eligible copy of government issued id (driver’s license) for each authorised signatory listed on the ‘Execution’ page
- A current bank statement or deposit slip for your settlement account and billing account (if different).
- If Principal delegates someone else, then a letter of authorisation on schools’ letterhead and Principal’s signature (**Appendix A**)

Schools will be required to complete the CSA and attach supporting documentation for KYC (Know Your Client) and AML (Anti-Money Laundering)

#### Your Client Service Agreement

Elements of this will be prefilled.

1. Business Details
  - a. Contacts
  - b. Settlement account
  - c. Billing Account (if different)
2. Business Profile

##### Step 2 of 5 Your Business Profile

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What are the average and maximum transaction sizes that your business will be taking as payment?

Average Transaction Size \*

Maximum Transaction Size \*

Ezidebit encourages low value, regular recurring payments, and may apply a transaction limit to your account.

On average, how many transactions are you expecting to process through Ezidebit per month?

Average Number \*

Current Number of Customers

What frequency do your customers make payments?

--- Please select ---

At what point do you take your payments?

Please select when payments are taken

**Payment Types**

Please give a rate to the following payment types you are using in your business.

Direct Debit from Bank Account	<input type="radio"/> Never	<input type="radio"/> Not Often	<input type="radio"/> Sometimes	<input type="radio"/> All the time
Direct Debit from Credit Card	<input type="radio"/> Never	<input type="radio"/> Not Often	<input type="radio"/> Sometimes	<input type="radio"/> All the time
Real-Time Credit Card	<input type="radio"/> Never	<input type="radio"/> Not Often	<input type="radio"/> Sometimes	<input type="radio"/> All the time
BPAY	<input type="radio"/> Never	<input type="radio"/> Not Often	<input type="radio"/> Sometimes	<input type="radio"/> All the time
EFTPOS	<input type="radio"/> Never	<input type="radio"/> Not Often	<input type="radio"/> Sometimes	<input type="radio"/> All the time
Other Payment Types	<input type="radio"/> Never	<input type="radio"/> Not Often	<input type="radio"/> Sometimes	<input type="radio"/> All the time

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3. Fee Structures

## Step 3 of 5 Your Fee Structure



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### Direct Debit From Bank Account and Credit Cards

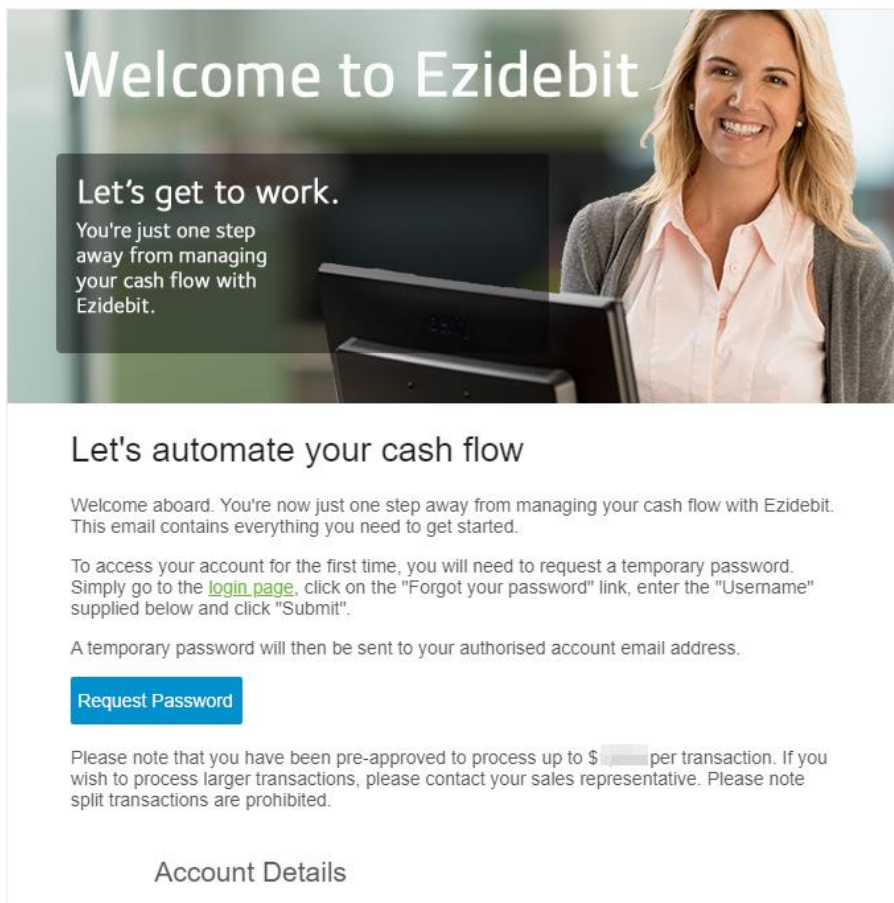
#### Direct debit fees

You have the option to choose who pays the fees.

Fee Type	Fee (Incl GST)	Who will pay this fee
Administration Fee	\$5.50	My Business
Bank Account	\$0.99	My Business
Visa/Mastercard	2.35 % (Min: \$ 0.99)	My Business
AMEX/Diners	4.40% (Min: \$0.99)	My Business

#### 4. Agreement Execution by Business

Once the application has been submitted, Ezidebit will provide email confirmation to the school and to Sentral.



The Sentral confirmation will provide the Ezidebit customer key information required to connect the newly created merchant facility to the Sentral instance.

### 3.3 Sentral back-end setup

Once the Ezidebit keys have been provided to Sentral a command line update to the School's Sentral instance is required to be completed to upload the keys into the school's Sentral instance. After this has been completed the school is ready to test a

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production transaction.

### 3.3.1 Transaction Fees

Real time transaction fees

- Direct Debit
  - Visa + Mastercard: 1.5%
  - AMEX: 2.0%
  - Bank account: \$0.50
  - Failed payment fee: \$.50 (card only)
  - Payer dishonour free \$14.80
  
- Real Time
  - Visa + Mastercard: 1.5% + \$0.50 per transaction
  - AMEX: 2.0%+ \$0.50 per transaction

Schools can configure their merchant facility so that the merchant fees can be passed onto the end-user. The per transaction fee is always charged to the school.

## 3.4 Payments Setup

Configure settings used for Payment request that can be paid online via Parent Portal.

The one function here is to decide if you will allow partial payments.

Schools can set the minimum bill threshold for partial payments - If the bill is less then this amount they must pay in full.

Likewise, schools can set minimum amount payable for partial payments - parents will not be able to process partial payments less then set amount.

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## Appendix A - Sample authorisation letter

**Friday, 31 July 2020**

Ezidebit

[sales@ezidebit.com.au](mailto:sales@ezidebit.com.au)

RE: COMPLIANCE CHECK – EZIDEBIT APPLICATION FOR [insert school name]  
PRIMARY SCHOOL

Further to our correspondence, to enable you to process our application for an Ezidebit facility, we have listed below the School Council authorised delegates:

[Authorised Officer 1]	[Title]
[Authorised Officer 2]	[Title]
[Authorised Officer 3]	[Title]

Regards,

[Principal Signature]

[Principal name]

[Principal title]

For more information visit  
[sentral.com.au](http://sentral.com.au)

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