Sentral Pay User Guide

December, 2024



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Getting started

Target audience

Staff who handle finances, billing and account payments.

Content

- Accessing Sentral Pay
- Payment requests
- Payments received
- Payment schedules
 - Parent view to set up scheduled payments
 - ° School management of scheduled payments
- Settlements
- Notifications.

Overview

Sentral Pay provides online payment options for schools and parents. This includes:

- · payment instruction storage and recurring payment functionality across credit card and bank accounts
- single platform visibility across the end-to-end transaction lifecycle.

For example, payment requests, payments received, upcoming payment schedules and fund settlements.

Sentral Pay handles accounts receivable for school-initiated payments.

Your school can send payments to parents irrespective of whether the Fees, Billing & Payments module or the Portal Console module is configured

Role-based permissions

Your access is assigned to you by the Sentral Administrator (Administrator) at your school. This determines what you can do within the Sentral Pay module.

To access Sentral Pay

1. Select the Sentral menu icon and then under Finance, select Fees, Billing & Payments.

The Fees, Billing & Payments home screen displays. Sentral Pay is an option in the left menu.

👯 🇯 Xero					🔛 Messages 🛛 🕐 Hel	lp 🧭 Clock in	🌣 Setup 🛛 🗱		(@Sentral)
Fees, Billing & Payme	nts						▼ Search Fees, Billin	g & Payments	٩
Sync with Enrolments	L Students		💄 Debtors 0		💄 Latest Bill	ing Run		Recent Student	s
Sync with Xero	Total Students	0	In debit	0	Run On	Never			
	Students with no debtors	0	In credit	0				Recent Debtors	
Registers	~		Active	0					
Billing	~		Inactive	0				Activities Appro For Billing	oved
Invoice Creation	~		Total	0					
Invoice Adjustments	~								
Sentral Pay	~								
Reports	~								



Payment requests

Overview

Payment requests give parents the option to pay their invoices either as a once-off payment or by setting up a schedule.

There are two ways to create a payment request:

- manually via the Actions button in the Invoice register
- automatically when an invoice is pushed to the portal via the Fees, Billing and Invoice settings.



Note: When an invoice or fee has successfully been pushed to the portal and has had a payment request sent (via email), a **Payable in Portal** flag displays next to the status of the invoice.

How to manually send an online payment request

- Select the menu icon and choose Fees, Billing & Payments.
 The Fees, Billing & Payments home screen displays.
- 2. Select Registers in the left menu and choose Invoice Register.

There are <u>0 Invoices</u> in Authorise There are <u>5 Invoices</u> in Authorise	d or Paid status that have not been synced to Xero d or Paid status that have Receipts not synced to Xero		
Filters			
Invoice Runs	Choose a value *	Include Flags	Choose a value
Invoice Status	DRAFT SUBMITTED AUTHORISED DELETED VOIDED PAID	Exclude Flags	Choose a value *
Activities	Choose a value *	Creation Date	
Billing Pariod	Choose a value	Invoice Date	
bining Period	Choose a value	Invoice Due Date	
Created By	Choose a value *	Student Exit Date	
Debtor's Preferred Communication	Email Mail Portal		
Debtor is linked to Portal	Linked Not Linked		
			ert.

- 3. Under Filters:
 - a. Choose the appropriate invoice run.

b. Select Filter

Invoices for the selected invoice run display.

Inv	oices - 1 Found										
											Actions 🗸
	Invoice No	Reference	Due Date	Debtor Name	Students	Total	Amount Paid	Amount Allocated	Amount Due Status		
	INV275-22083470	Trip to Paris	30/06/2024	Mr Roger Morgan	Johny Morgan	\$5,000.00	\$5,000.00	\$0.00	\$0.00 PAID	Pushed to Xero Payable In Portal	🔎 Details 🗸
										Show results 50 V	Prev 1 Next »

4. Select the checkbox next to invoices that you wish to send a payment request for, select choose Send Payment Requests.

A confirmation message displays at the top of the screen.



and

Cancel an existing payment schedule

Overview

You can cancel a parent's payment schedule if they want to:

- change their payment method
- · change the payment frequency
- use a different payment method.



Tip: In order for a parent to set up a new schedule, you need to first completely remove their existing (old) schedule.

Steps

Follow these steps to cancel an existing payment schedule.

- 1. Select the menu icon and choose the Fees Billing & Payments module.
- 2. Select Sentral Pay in the left menu and choose Payment Schedules.
- 3. Under Filters in the right pane:
 - a. Choose filter options to locate the schedule.

h	Select	Apply filters
h	Select	

Sync with Enrolments	s	Pa	yn	nent Schedules - 2	26 Found						
Sync with Enterprise										With Selected.	🗸
Sync with Xero	_		#	Linked To	Description	Total	Paid	Due	Status	Cancel Remaining Instalme	nts
egisters	~ ~		26	student: Matt MURDOCK (inactive)	brigidine test 20/6	\$5.00	\$0.00	\$5.00	✓1 (×0	Email Schedules View Linked Payment Requir View Linked Invoices	ests
voice Creation	~		25	contact: Jack Murdock	Voluntary Building Fund	\$250.00	\$0.00	\$250.00	✓1 (×0	00 !0 Actio	tails on ∽
nvoice Adjustments	~		24	student: Matt MURDOCK (inactive)	Sentral Pay	\$7500.00	\$0.00	\$7500.00	✓ 50 0 × 0	30 !0 Actio	tails on ∽
Payment Requests			23	student: Matt MURDOCK (inactive)	Demo	\$15000.00	\$0.00	\$15000.00	✓ 22 0 × 0	30 !1 Actio	tails on ∽
Responses Received Payment Schedules			22	student: Peter PARKER (inactive)	Schedule Test	\$12500.00	\$0.00	\$12500.00	✓ 52 0 × 0	30 !0	tails on ∽
Settlements											taild

4. Select the schedule, select the arrow beside **Instalments** from the menu options.

With Selected... V

and choose Cancel Remaining

5. In Cancel Scheduled Instalments, select

to confirm you wish to cancel the remaining payments.

An email is sent to the parent confirming that the schedule has been cancelled.



Note: After the schedule has been cancelled, the parent can create a new schedule via the parent portal or by following the URL on the payment request email.



Adjust a payment schedule

Feature availability

	Independent schools	Government schools - ACT	Government schools - Other
Scheduled payments	\checkmark	\checkmark	×

Overview

Payment schedules that will overpay their linked invoice(s) can be adjusted based on the current amount due. This may be required, for example, if a credit or payment has been allocated to a linked invoice outside of an existing payment schedule.

If a payment schedule will overpay its linked invoice(s) as a result of a credit or payment being applied to an invoice, a message prompt appears when the credit/payment is allocated.

If one or more payment schedules exist that will overpay their linked invoices, an alert message also displays on the Fees, Billing & Payments home screen. This alert message links to a list of the affected payment schedules on the Sentral Pay | Payment Schedules screen.



Tip: The same list of payment schedules can be displayed by applying the **Schedules that will overpay linked invoices** filter on the Payment Schedules screen.

User permissions

You need the **Can edit payment schedules** user permission to perform this task. This permission is denied to all access levels except for administrators by default.

Steps

Follow these steps to adjust a payment schedule based on the current amount due of its linked invoice(s).

- 1. Select the menu icon and choose the Fees Billing & Payments module.
- 2. Select Sentral Pay in the left menu and choose Payment Schedules.



- 3. Under Filters in the right pane:
 - a. Choose filter options to locate the schedule. Options include:
 - Filter by Invoicing Run
 - Filter by Linked To

b. Select

- Filter by students in Activities
- Filter by Schedule Status
- · Schedules that will overpay linked invoices
- Filter by number of instalments.
 - Apply filters

Fees, Billing & Payr	ments									✓ Search Fee
Sync with Enrolments	s	Payr	nent Schedules - 2	26 Found						
Sync with Enterprise									w	lith Selected 🗸
Sync with Xero		#	Linked To	Description	Total	Paid	Due	Status	Cancel Remain	ing Instalments
Registers Billing	* *	26	student: Matt MURDOCK (inactive)	brigidine test 20/6	\$5.00	\$0.00	\$5.00	✓1 (×0	Email Schedule View Linked Pa View Linked In	es ayment Requests voices
Invoice Creation	~	25	contact: Jack Murdock	Voluntary Building Fund	\$250.00	\$0.00	\$250.00	✓1 (×0	301 <u>1</u> 01	i Details Action ∽
Invoice Adjustments	~		student: Matt MURDOCK	Ountral Day	\$7500.00	ê0.00	\$7500.00	✓ 50	<u>()</u> 0 <u> </u> 0	3 Details
Sentral Pay	^	24	(inactive)	Sentral Pay	\$7500.00	\$0.00	\$7500.00	× 0		Action 🗸
Payment Requests		23	student: Matt MURDOCK (inactive)	Demo	\$15000.00	\$0.00	\$15000.00	✓ 22 × 0	<u>()</u> 0 !1	i Details Action ∽
Responses Received Payment Schedules		22	student: Peter PARKER (inactive)	Schedule Test	\$12500.00	\$0.00	\$12500.00	✓ 52 × 0	<u>()</u> 0 !0	③ Details Action ✓
Settlements		C 21	student: Matt MURDOCK	1	67500.00	0.00	07500.00	✓ 48	<u>0 </u> 0	🚯 Details

- 4. Select the relevant schedule, select the arrow beside Actions and choose Manage Schedule from the menu options.
- 5. In the Manage Schedule screen, select Actions and choose either:
 - Adjust instalment amounts to adjust the amount of each of the remaining instalments based on the current amount due for the linked invoice(s).
 - Adjust number of instalments to cancel any instalments from of the schedule that would overpay the linked payment requests, and adjust the amount of the last remaining scheduled instalment as required to pay the remaining amount due.
- 6. Select the **Adjust instalment amounts** or **Adjust number of instalments** button on the confirmation message if you want to continue with the changes.
- 7. Review the updated payment schedule details on the Manage Schedule screen.



to apply your changes to the schedule.

9. To email the debtor with the updated payment schedule details, select Actions and choose Email Schedule.



Tip: This email notification can be customised via Fees, Billing & Payments Setup | Notification Templates | Payment Schedule Adjustment.



Parent portal view

Overview

Parents can pay their invoices online if you choose to create payment requests when you publish invoices to the Parent Portal.

Read more about Payment Request configuration choices

Publishing to Parent Portal

If you want payment requests to be created when you publish invoices to the Parent Portal, navigate to **Setup** Fees, Billing & Payments | Fees, Billing & Invoicing Settings and set Create portal payment requests for invoices when publishing to portal to Yes.

Create portal payment requests for invoices when publishing to portal?	Yes	No	

If this setting is Yes, parents will be able to pay published invoices online.

If this setting is No, published invoices will be visible on the Invoices screen in the Parent Portal, but they will not be payable. Selecting this setting means that payment requests will not be displayed on the Payments screen.

Payment request notification emails

If you want payment request notification emails to be sent to parents automatically when invoices are published to the parent portal, navigate to **Setup Fees, Billing & Payments | Fees, Billing & Invoicing Settings** and set **Automatically send payment request emails to debtors after publishing an invoice to Parent Portal** to **Yes**.

Automatically send payment request emails to debtors after publishing an invoice to Yes No Parent Portal?

If this setting Yes, a payment request notification email will be sent to the debtor when an invoice is published to the Parent Portal. This email will include an invoice PDF and a link to pay the invoice.

If this setting is No, payment request notification emails will not be sent automatically.

Payment request notification emails can be sent (or resent) manually from the Invoice Register.

To pay an invoice online, parents must:

- · View the list of outstanding payment requests
- Select the payment requests and enter the amounts that they want to pay
- Enter and submit their payment details.



Parent steps

View payment requests

Parents follow these steps to view a list of payment requests in the Parent Portal.

- 1. Do one of the following:
 - a. Log into the Parent Portal and select **Payments** in the left menu.
 - b. Log into the Parent Portal, select **Invoices** in the left menu, and then select the **Pay** button on one of the listed invoices.
 - c. Select the Pay Now link in a payment request notification email.

The Payments screen displays.

\$	SENTRAL	S Payments Seidual Marks Soficial - Xeee	Message	Messages Not	Messages Notific	Messages Noticiak	Messages Notification	Messages Hotfication	Messages Notifications	Messages Notifications
6	Home Logged in as Jack	Statement of Account								
KA	Kevin ARNOLD Sentral Public School - Xere, Year 7	Invoiced: \$1,400.00 Generate a PDF statement of Credit: \$0.00 account for								
	Messages	Paid: \$-1,100.00All Years V Generate Refund: \$0.00								
	Absences	Balance: \$300.00								
æ	Newsletters	Payable Show UNPAID > Select Al								
	Daily Notices	Manage payment methods								
O	Interviews	Snow Trip Due: 11/03/2025								
	School Resources	Kevin ARNOLD UNPAID								
Q	School Forms	Amount: \$400.00 Amount Outstanding: \$400.00								
\$	Payments	Show History								
≔	Invoices	Pay \$ 400.00								
1	My Details	Make Daymont								
ıCı	Medical Information	Make Payment								
٩	My Access	Please note								
?	Help & Information	Payments made by other channels will not reflect immediately.								
	Logout									

By default, the Payments screen displays unpaid payment requests only.

Tip: To view a list of Paid payment requests, select Paid from the Show dropdown list.

Select payment requests and amounts to pay

Parents follow these steps to select the payment requests that they want to pay.

- 1. Navigate to the Payments screen in the Parent Portal.
- 2. Tick the payment request(s) that they want to pay.
- 3. Enter the amount that they want to pay in the Pay \$ field for each payment request.



Note:

- The Pay \$ field will display the full Amount Outstanding by default.
- The Pay \$ field will only be editable if the **Allow Partial Payments** setting is set to Yes under Setup Fees, Billing & Payments | Online Payment Settings, and the payment request amount is greater than or equal to the amount specified in the **Min. bill threshold** for Partial Payment setting.



4. Select the Make Payment button.

The payment details section displays.

SENTRAL	S Payments Seefal Public School Xero	Xero 🕶 🔛 🕍 Messages Notificialiona
Aome Logged in as Homer Logged in as Homer Sentral Public School - Xi Year 3 Sentral Public School - Xi Sentral Public School - Xi Sentral Public School - Xi	Statement of Account Invoiced: \$57,676.68 Generate a POF statement of ecount for Invoiced: \$.371.01	
Absences	Payable Show UNPAID Select AI Manage payment methods	Please note the extra fees & charges that will be applied:
Newsletters Daily Notices	Snow Trip Due: 11/03/2025 Lisa SIMPSON UNPAID	Amex: 2.00% Mastercard: 1.50% Visa: 1.50%
Interviews School Resources	Amount: \$400.00 Amount Outstanding: \$400.00	Payment Summary
O School Forms	Pay \$ 400.00	Once only payment of \$406.00 will be processed on 24/09/2024 Show less
\$ Payments Invoices		# Date Bill Amount Processing Fee Debit Amount 1 24/09/2024 \$400.00 \$6.00 \$406.00
My Details	Please note Payments made by other channels will not reflect immediately.	Payment Sub-Total \$400.00 Total Processing Fee \$6.00
My Access		Total Amount \$406.00
? Help & Information Logout		Cancel Submit Payment

Enter payment details

Parents follow these steps to complete their payment.

- 1. Select a saved payment method (credit card or bank account) or choose to use a new payment method.
- 2. Select the desired Frequency of the payment Once-off, Weekly, Fortnightly or Monthly.



Note: The Weekly, Fortnightly and Monthly options are only available to parents if you chose to Allow online payment schedules when you created the invoice.

- 3. Review the Payment Summary, which lists the date, amount and processing fee for each payment.
- 4. Accept the terms and conditions of any required direct debit arrangement.



Note: This step is not required for once-off credit card payments.

5. Enter their credit card or bank account details.



Note: This step is not required if a saved payment method was selected in step 1.

6. Select the Submit button.

Security

If a parent has accessed the Payments screen by selecting the link in a payment request notification email, they will need to log into the Parent Portal to do any of the following:

- · Make a payment with a saved credit card
- · Make a payment with a bank account (new or saved)
- Save their credit card details
- Set up a payment schedule

If they don't log into the Parent Portal, they will still be able to make a once-off credit card payment without saving the card details.



Review responses received via Sentral Pay

Overview

Your school's configuration determines your ability to review responses received via Sentral Pay.



Note: You can review payments that are scheduled. You can also review successful payments received and dishonoured payments.

Steps

Follow these steps to action responses received - successful and dishonoured.

- 1. Select the menu icon and choose Fees, Billing & PaymentsPaymentsFinance.
- 2. Select Sentral Pay in the left menu and choose Responses Received.

Payments											Search Payments	
Sentral Pay	Payments Received -	133 Found										Filters
Payment Requests										Export	V Fetch Latest Disbursements	Clear filters
Responses Received	Payment ID FMS Payment Nos	Date Made By	Description	Payment Method	Total	Payer Fees	Payer Paid	Payee Fees	Status	Settlement		V Apply filters
Settlements	133 RCP374-10073 Not Synced with FMS	10/10/2023 sarah ma	Test Activity 0822-02	Real Time Card	100.00	0.00	-100.00	0.50	SUCCESSFUL	Settled as part of \$100.00 on 13/10/2023 on 24/08/2023	() Details Action ∨	Filter by students in Schoo Years Elter by students in Classe
	130 RCP374-10057	21/07/2023 sarah ma	sma-Activity-23072101	Real Time Card	1,000.00	0.00	1,000.00	24.05	SUCCESSFUL	Settled as part of \$1,200.00 on 25/07/2023	③ Details Action ∨	Filter by students in Roll C Filter by students in Activ
	129 RCP374-10055 Not Synced with FMS	21/07/2023 sarah ma	reverse payment	Real Time Card	100.00	0.00	100.00	2.90	SUCCESSFUE.	Settled as part of \$100.00 on 24/07/2023		Filter by Individual Studer
	126 RCP374-10044 Not Synced with FMS	19/07/2023 sarah ma	Test0719-06	Real Time Card	75.00	0.00	75.00	2.31	SUCCESSFUL	Settled as part of \$100.00 on 20/07/2023	© Details Action ∨	Filter by Settlement Date
	125	17/05/2023 stanley tan	TestActivity-2023051702, TestActivity- 2023051701	Real Time Card (Visa)	1,200.00	18.00	1,218.00	0.50	SUCCESSFUL	Settled as part of \$1,400.00 on 19/05/2023	③ Details Action ∨	Filter by Payment type
	121	12/05/2023 sarah ma	Activity 23051201, Activity 23051202	Real Time Card (Visa)	300.00	0.00	304.50	1.00	FATAL DISHONOURED	Settled as part of \$3,400.00 on 12/05/2023	③ Details Action ∨	Has Payee Fees Only
	119	11/05/2023 sarah ma	Activity 23051101 . Activity 23051101 .	Approved Portal Credit Card	600.00	0.00	600.00	0.00	completed	PENDING	O Details Action ∨	Has Payer Pees Only

3. In Responses Received, do any of the following:



5. Select to generate a CSV file of successful payments.



Sentral Pay payment schedules

Overview

If your school is using the Fees & Billing module of Sentral, you can create the ability for parents and carers to pay fees on a predetermined schedule such as weekly, fortnightly, or monthly. The payments will be automatically deducted from parents' nominated bank account or credit/debit card.

Scheduling payments

Where parents want to pay fees via instalments, on a scheduled basis, they will sign up for a direct debit arrangement.



Tip: Sentral recommends that the same approach be followed regardless of whether payments will be made from bank account or credit/debit card to ensure a consistent user experience.

Payr	ment Schedules - 2	6 Found					
							With Selected 🗸
#	Linked To	Description	Total	Paid I	Due	Statuses	
26	student: Matt MURDOCK (inactive)	brigidine test 20/6	\$5.00	\$0.00	\$5.00	✓1 ⁽ 0 !0 ×0	G DetailsAction ✓
25	contact: Jack Murdock	Voluntary Building Fund	\$250.00	\$0.00	\$250.00	✓1 ^{(©} 0 !0 ×0	 ③ Details Action ∨
24	student: Matt MURDOCK (inactive)	Sentral Pay	\$7500.00	\$0.00	\$7500.00	✓ 50 ③ 0 !0 × 0	 ③ Details Action ✓
23	student: Matt MURDOCK (inactive)	Demo	\$15000.00	\$0.00	\$15000.00	✓ 22 ③ 0 !1 × 0	 ● Details Action ✓

What do parents see when paying fees via the portal on a scheduled basis?

Parents have the option to pay once-off or organise for scheduled payments. Once they select to pay, they are presented with a screen to complete the transaction.

Payable	Show UNPAID V Select All	xxxxxxxxxxxxxxx905112/2023 Update									
 Fees Junior VADAR Amount: \$5,000.00 Amount Outstanding: \$5,000.00 Show History 	Due: 12/09/2024		O Use another credit card or bank account Frequency Fortnightly ✓ Start Date 25/07/2024								
	Pay \$ 5000.00	Pa	yment S	Summary	/						
Ibz Vadar - Annual Test Amount: \$40,000.00 Amount Outstanding: \$40,000.00	Due: 10/05/2023	Recurring payments will commence on 25/07/2024 . Payments will occur fortnightly from this date. There will be 4 payments with the final payment occuring on 05/09/2024 . Show less									
Paid: \$10,000.00		#	Date	Bill Amount	Processing Fee	Debit Amount					
Show History		1	25/07/2024	\$1,250.00	\$0.00	\$1,250.00					
	Pay \$ 40000.00	2	08/08/2024	\$1,250.00	\$0.00	\$1,250.00					
		3	22/08/2024	\$1,250.00	\$0.00	\$1,250.00					
Kindy to Year 6	Due: 09/05/2023	4	05/09/2024	\$1,250.00	\$0.00	\$1,250.00					
Amount: \$11,967.12 Amount Outstanding: \$11,967.12 Show History	2 Pay \$ 11967.1;			Pa Total	yment Sub-Total Processing Fee Total Amount	\$5,000.00 \$0.00 \$5,000.00					



- 1. Where new details are being provided (either to update existing details or set up a new arrangement), the parent will select whether they want to save a bank account or credit/debit card. Fees payable based on the selected payment type will be displayed.
- 2. The masked account details can be displayed to the parent for them to confirm that they remain correct. They will have the option to use these details or to enter new details.
- 3. If paying once-off, the parent then ticks the terms and conditions to complete the transaction. Submit Payment.
- 4. If a parent selects scheduling frequency, they have the option to do this weekly, fortnightly or monthly.
- 5. Parents opt to select the start date for the scheduled payment. They complete the transaction as they would a one-off payment.

However, the screen now displays the recurring payment cycle with a commencement date, the number of payments to settle this invoice, the final payment date, and the charge per transaction for this recurring payment.

- 6. Once the details have been stored, an email confirmation is sent to the parent with a copy of the payment arrangements and successful and unsuccessful payments.
- 7. Parents can save their payment instructions.
- 8. Parents can opt to pay multiple bills via one payment.
- 9. Parents need to notify the school to cancel a payment schedule.



Manage scheduled payments

Overview

The Payments Schedule screen allows you to view and manage scheduled payments. It displays those contacts who have scheduled payments.

To manage scheduled payments

- 1. Select the menu icon and choose the Fees Billing & Payments module.
- 2. Select Sentral Pay in the left menu and choose Payment Schedules.
- 3. Under Filters in the right pane:
 - a. Specify search parameters.

Tip: Select Linked to to view all payments that are successful or scheduled. **V** Apply filters b. Select Filters Payment Schedules - 26 Found With Selected... 🗸 Clear filters ▼ Apply filters # Linked To Total Paid Due Description Statuses i Details Filter by Invoicing Run 26 student: Matt MURDOCK brigidine test 20/6 \$5.00 ✓1| ⁽0|!0| \$0.00 \$5.00 (inactive) × 0 Filter by Linked To Action 🗸 Filter by students in Activities Details Voluntary Building \$250.00 \$0.00 \$250.00 ✓1| <a>0| Filter by Schedule Status 25 contact: Jack Murdock × 0 Action ~ Details \$7500.00 \$0.00 \$7500.00 × 0 Sentral Pay (inactive)

- 4. Do any of the following:
 - a. Select **Details** to expand the selected payments and view more information on the scheduled payment only.
 - b. Select Action to manage scheduled payments.



Example: You can change the debt date at the request of the parent. Circumstances for this may be that a parent wants to delay the next payment.

- c. Use With Selected to perform tasks such as:
 - · Cancel remaining instalments
 - Email a schedule to parents
 - View linked payment requests
 - View linked invoices.
- d. View Statuses

The status icons indicate payment received, number of scheduled payments to go, dishonoured/fatal dishonoured and cancelled.

You can view the entire list if you Filter by Status.



More about statuses

How does the billing process work?

When the billing process occurs in Sentral and payments are due for processing for parents, this usually occurs before the due date. Parents receive notification 48 hours before a debit date and a notification after the direct debit has been processed.

What is a non-processing status?

Where a parent record is at a non-processing status, the payment cannot be scheduled, and an error will be returned. A non-processing status is generally the result of a previous dishonoured payment where the account/card provided is not valid. When the payment instrument for a parent is updated, the status will automatically be set back to Active.

How long does processing take?

Direct Debit payments are typically settled to schools two business days after they are processed. Online payments are settled next business day (subject to a business day cut-off time of 6:00pm AEDT). BPay payments are settled on the day they are received.

Types of dishonours

There are two classifications for dishonours:

- non-technical insufficient funds
- technical invalid bank details or lost/stolen credit card.



Run a Settlements report

The Settlements menu option allows you to run a report based on date parameters to view estimated settlement amounts for that period.

Feature availability

	Independent schools	Government schools (Vic)	Government schools (NSW)
Settlements report	\checkmark	\checkmark	×

- 1. Select the menu icon ••• and choose:
 - Independent schools: Fees, Billing & Payments.
 Fees, Billing & Payments home screen displays.
 - Government schools (Vic) Payments.
 - The Payments home screen displays.
- 2. Select **Sentral Pay** in the left menu and choose **Settlements**. The Settlements Report screen displays.
- 3. Select a date range.
- 4. Select Generate to run a report based on date parameters to view estimated settlement amounts for that period.



Manually push invoices to the financial management system

Follow these steps to manually push invoices to the **FMS***financial management system* if your school has opted not to automatically push invoices to your accounting package.

1. Select the menu icon and choose **Fees**, **Billing & Payments**.

The Fees, Billing & Payments home screen displays.

2. Select **Registers** in the left menu and choose **Invoice Register**.

Registers	^	Invoice Runs	test to sync to Xe	ro (28/06/2024)				
Students Register								Export Clear All Edit
Debtors Register								
		Invoices - 2 Fo	ound					
Invoice Register								Antionent
Payments Register								Actions V
		_		Debtor	Ar	mount Amou	unt Amount	Update Invoices from Xero
Credit Notes Register		Invoice No	Reference Due Date	Name Students	Total	Paid Allocat	ed Due Statu	Push Invoices & Payments to Xero

- 3. Under Filters, next to Invoice Runs, select the specific invoice run.
- 4. Tick all the invoices you wish to push to the FMS.
- 5. Select Actions and choose **Push Invoices and Payments to Xero** from the menu options.



Export successful payments

- 1. Select the menu icon and choose Payments (Fees, Billing & Payments). The Payments (Fees, Billing & Payments) home screen displays.
- 2. Select Sentral Pay in the left menu and choose Responses Received.
 - The Payments Received screen displays.

🔡 🔰 🖉 Sentral F	inance	- Xero						💬 Mes	ssages (2	What's	New ? I	Help 🧭 Clock in	🔹 Setup
ees, Billing & Payme	nts													Search Fees
Sync with Enrolments		Payme	ents Received	- 592 Fou	nd									
Sync with Enterprise												Export	✓ Fetch Latest Dis	bursements
Sync with Kero		Payment ID	FMS Payment Nos	Date	Made By	Description	Payment Method	Total	Payer Fees	Payer Paid	Payee Fees	Status	Settlement	
egisters	ž	592	RCP_20771	06/08/2024	Gamora Quill	test	Scheduled Card	1,250.00	0.00	1,250.00	2.75	SUCCESSFUL	none	i Details
woice Creation	~	591	RCP_20751	12/01/2024	Gamora Quill	Groot Inv	Real Time Card (All)	1,500.00	0.00	1,500.00	23.05	SUCCESSFUL	Settled as part of \$1,500.00 or 15/01/2024	i Details
Payment Requests	^	590		22/11/2023	Jack Murdock	Sentral Pay	Scheduled Bank_account (Bank_account)	150.00	0.00	150.00	0.55	SUCCESSFUL	Settled as part of \$150.00 on 23/11/2023	3 Details
Responses Received Payment Schedules		589		22/11/2023	Fred	Hoyts Movies	Real Time Card	398.36	0.00	398.36	1.10	FATAL DISHO	NOURED Settled as part of \$439.93 on 22/11/2023	() Details

- 3. Under Filters in the right pane, choose criteria and then select
- Export to generate a CSV file of successful payments that can be uploaded into your FMS 4. Select (financial management system) for receipting of the payment against the invoice.

