

Sentral Pay Admin Guide

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Getting started

The topics in this section describe key steps for successfully setting up Sentral Pay (payment solution) for end users (parents and carers) to make payment of bills and invoices raised in Sentral.

Sentral Pay gives parents the ability to pay their fees and invoices in real time and enables automation of data where historically this may have been a manual process.

Considerations, dependencies and prerequisites

This section highlights key areas that your school's administration staff need to consider prior to setting up the Payments module.

Enrolments and/or data source

Data for students, debtors and household billing information should be captured in Enrolments or come through from your data layer source (**NSW DoE NSW Department of Education system via Student Administration Services (SAIS)** system, Eduhub, Cases21) prior to implementing Payments.

Financial Management System (FMS)

Sentral is designed to provide basic Payment functions. Your school will still need to rely on an **FMS Financial Management System** to export Sentral Pay data for reconciliation of transactions.



Note: Xero and Dynamic are the systems of choice for Sentral.

Sentral Pay versus Fees & Billing

Your school can implement Sentral Pay without having to set up Fees & Billing. Fees & Billing allows your school to create Billing and Invoice runs that parents can pay via the parent portal.



Note: The topics in this section focus on Sentral Pay. For more on Fees, Billing & Payments, refer to [Getting started](#) in our help documentation for Fees, Billing & Payments.

Security

The Sentral Pay module uses a PCI DSS compliant provider for secure storing of payment instructions, which reduces risk exposure. This allows your school to select the enrolment stages/types that can be included in payments.

Parent Portal

Your school can configure the Parent Portal to allow parents to make payments to the school using Sentral Pay.

- If your school has not yet established the Portal, you can use Sentral Pay and provide parents with a Guest Portal account just for payments.
- If your school has established the Parent Portal, you can use Sentral Pay. The payments will appear in parent portal accounts along with other modules your school has enabled for parents in the portal.

Sentral Pay setup



Overview

This topic describes the Sentral Pay setup process. Sentral Pay resides in the Fees, Billing & Payments module.

Review school settings

School information is taken from Global settings. This is where your school's contact details - the Physical and Billing addresses is configured.

Steps

1. Select  and choose **School Details**.
The School Information screen displays.
2. Under School address details, check the information in these sections:
 - School address details
 - School billing address details.
3. Make updates to this information if required, and select .

Customer Service Agreement (CSA)

A consultant from Sentral will work on the CSA in consultation with your school

Actions – your school

Your school will need to:

1. 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.
2. Attach the following supporting documentation to the CSA:
 - KYC (Know Your Client)
 - AML (Anti Money Laundering).

Actions – Ezidebit

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

- The confirmation for your school will include login credentials for the Ezidebit Online platform. This can be used as a backup to the Sentral reporting solution.
- The confirmation Sentral receives will include the Ezidebit customer key information required to connect the newly created merchant facility to the Sentral instance.

Actions – Sentral

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 your school's Sentral instance.

After this has been completed your school is ready to test a production transaction.

Transaction fees

Real time transaction fees are set by Ezidebit rather than Sentral. For information on transaction fees, contact Ezidebit.



Note: Schools must absorb the transaction fee (dollar amount) and can choose to absorb or pass on the merchant service fee (percentage attached to a credit card transaction) to the family.

Who is responsible for paying transaction fees?



If a school chooses to absorb all of the fees they may consider incorporating these into their overall pricing. For example, a school may wish to update a \$100 payment plan to \$102 to cover any transaction fees and administration costs.

Syncing to the financial management system (FMS)

Sentral supports the ability for your school to either manually push or have Sentral automatically push items such as invoices, payments and credit notes to the FMS. Review these to ensure that you are minimising manual processes while maintaining your review process.

Steps

Follow these steps to review your school's settings.


1. Select the menu icon  and choose the Fees, Billing & Payments module.
2. Select the Setup icon  and choose Fees, Billing & Payments Setup.
The Fees, Billing & Payments Setup screen displays.
3. Select Finance Setup in the left menu and choose **Fees, Billing & Invoicing settings**.

4. Review the settings:

Invoices


Automatically Push Invoices to your Accounting Package Yes No

- If your school wants invoices to be automatically pushed to the FMS on creation, then set this to **Yes**. This removes the need to manually push invoices as well as removes the chance that an invoice can be accidentally missed. Having invoices in the FMS is also a prerequisite for pushing invoices to the portal.
- If your school prefers to manually push invoices to the FMS after revision, then set this to **No**.

 **Tip:** Sentral recommends setting this to **Yes**.

Payments

Should payments made in Sentral automatically push to the FMS. This allows the FMS to reflect the balances in Sentral and removes the risk of missing payments.


 **Tip:** It is recommended to set this to **Yes**.

Automatically Push Payments to your Accounting Package Yes No

Automatically Push Payments to your Accounting Package (When created from Parent Portal) Yes No

Credit notes


Should a credit note automatically push to the FMS on creation. This allows the FMS to reflect the balances in Sentral and removes the risk of missing any credit notes or allocations.

 **Tip:** Sentral recommends setting this to **Yes**

Automatically Push Credit Notes to your Accounting Package Yes No

Invoice to Portal

Similar to invoices, Sentral supports your school to either manually push invoices to the Portal or have them pushed automatically. While invoices automatically pushing to the Portal saves time, it removes the ability to review your invoices, etc. before parents see them. It also removes the ability to ensure the invoice has synced to the FMS before it pushes to the portal.

 **Tip:** Sentral recommends setting this to **No**.

Automatically Publish Invoices to Parent Portal Yes No

Payment requests

Pushing invoices to the Portal allows parents to see the invoice only. A payment request is required for parents to be able to make a payment.

Sentral supports your school to either manually push out a payment request separate to pushing to the Portal, or have the request get created at the same time as pushing to the Portal.



Tip: Sentral recommends setting this to **Yes**.

Create portal payment requests for invoices when publishing to portal?

Yes

No

Payment request email

In addition to parents being able to make payments in the Portal, your school can send an email with:

This setting has Sentral automatically send an email when an invoice is published to the Portal.



Tip: Sentral recommends setting this to **Yes**.

Automatically send payment request emails to debtors after publishing an invoice to Parent Portal?

Yes



No

Receipting settings

Sentral Pay automatically allocates payments against a debtor's invoice, syncs payments to the FMS, and does a transfer for when the previous days settle.

Steps

Follow these steps to review receipting settings.

1. Select the menu icon  and choose the Fees, Billing & Payments module.
2. Select the Setup icon  and choose Fees, Billing & Payments Setup.
3. Select Finance Setup in the left menu and choose **Receipting settings**.

Receipting Settings						Add Payment Method
Payment Method	Display in Sentral	Receipting Account	Automatic Settlement Transfer	Bank Account	Reconcile Payment	Action
Bank Transfer	Yes	Chime School Fees Account -	No	Chime School Fees Account -	No	Edit
Cash (inbuilt)	Yes	Chime School Fees Account -	No	Chime School Fees Account -	No	Edit
Cheque (inbuilt)	Yes	Chime School Fees Account -	No	Chime School Fees Account -	No	Edit
EFTPOS (inbuilt)	Yes	Chime School Fees Account -	No	Chime School Fees Account -	No	Edit
GIRO (inbuilt)	Yes	Chime School Fees Account -	No	Chime School Fees Account -	No	Edit
Sentral Pay - Online (inbuilt)	Yes	Sentral Pay Clearing Account - 1120	Yes	Chime School Fees Account - 1110	Yes	Edit

Edit

4. Under Payment Method, locate the Sentral Pay payment method and select

Edit Payment Method Details

Name
Sentral Pay - Online

Code
PORTAL_CC

Receiving Account
1120 - Sentral Pay Clearing A...

Bank Account
1110 - Chime School Fees A...

Display in Sentral
 Yes No

Automatic Settlement Transfer
 Yes No

Reconcile Payment
 Yes No

Save Cancel

5. In Edit Payment Method Details, specify settings:

a. Receiving account

This is where the individual allocations will go in the FMS.



Tip: Sentral recommends using this as the Sentral Pay clearing account.

b. Bank account

This is where Sentral will push the settlement transfer to from the Receiving account.

For example, on settlement Sentral will do a transfer for the settlement amount out of the clearing account and into the bank account to match the bank feed.



Tip: Select the bank account the settlement is expected to be deposited into.

c. Display in Sentral

This determines if this is an account that payments can be made against in the Receive payments menu.

d. Automatic Settlement transfer

This determines if Sentral should do the settlement transfer from the Receipt account to the Bank account on settlement.



Tip: Sentral recommends setting this to **Yes**.

e. Reconciled payment

This determines if an individual allocation should be marked as reconciled or not when it get synced to the FMS.



Tip: Sentral recommends setting this to **No**.

6. Select

Save

Parent onboarding

Overview

Onboarding a parent to Sentral Pay is as easy as sending them their first payment request. A parent signs a Direct Debt Agreement and then a reference number is set up in Sentral and loaded into Ezidebit.

How to onboard parents

1. Users receive a payment request from the school, either by email or in portal.
2. The user opens portal or clicks the link in the email which takes them to the Payments page.
All payments are displayed on this page.
3. The user elects to pay all or just one payment.
4. The user enters a payment method; either a bank account or credit card.
Up to three payment methods can be saved for future use.
5. If the user elects to set up a payment schedule, they can nominate the start date and payment frequency; weekly, fortnightly or monthly.
The user must agree to the terms and conditions.
6. The user selects Submit Payment.

Configure notifications

Overview



You can control what email notifications your school sends to parents or carers about the status of their payments.

If your school is an independent school, the types of notifications available include:


- Send successful payment receipt emails
- Send payment schedule notification
- Send notification on cancelling a payment schedule.
- Send failed transaction emails

Steps

Follow these steps to configure notification settings.

1. Select the menu icon  and choose the Fees, Billing & Payments module.
2. Select the Setup icon  and choose Fees, Billing & Payments Setup.
3. Select Finance Setup in the left menu and choose **Online Payment Settings**.

		Default: 1 month = 43800 minutes
Send Successful Payment(Receipt) Emails	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Controls whether the payer will receive an email receipt confirming that payment has been made successfully.
Send Payment Schedules	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Controls whether the payer will receive an email outlining their payment schedule for processed payment.
Send Notification On Cancelling A Payment Schedule	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Controls whether the payer will receive an email outlining their payment schedule on cancellation.
Send Failed Transaction Emails	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Controls whether the payer will receive an email receipt for the payment that has been failed.

4. Choose settings for:
 - Send successful payment receipt emails
 - Send payment schedule
 - Send failed transaction emails
 - Send notification on cancelling a payment schedule.
5. Select .