

Sentral Pay (Victoria) Admin Guide

September, 2024

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Getting started

Overview

The topics in this section describe key steps for successful setup of Sentral Pay (payment solution) for end-users (parents and carers) to make payment of payment requests raised in Sentral for Victorian schools.

Considerations, dependencies and prerequisites

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

Data source

Data for students, debtors and household billing information should be captured in your data layer source (Eduhub, Cases21) prior to implementing Payments.

Financial Management System (FMS)

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.

Security

The Sentral Pay module uses a PCI DSS compliant provider for secure storing of payment instructions, which reduces risk exposure.

Parent portal

Your school can configure the parent portal can be configured for schools to allow parents to make payments 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.

Set up Sentral Pay

This topic describes the Sentral Pay setup process. Sentral Pay resides in the Payments module.

To 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.

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.

Set up Online Payments Settings

Overview

Use the information in this topic to configure the rules around handling payments via the parent portal. If partial payments are allowed, then you'll need to set the minimum threshold for allowing partial payments on bills created and payments received from parents.

Ensure you define and select notifications (emails) to be sent to parents for successful, scheduled, cancellation of scheduled and fail transactions



Your school needs to decide if you will allow partial payments.

Your school can set the minimum bill threshold for partial payments. If the bill is less than this amount then parents must pay in full.

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

Steps

Follow these steps to configure the appropriate online settings for your school.

1. Select the menu icon  and choose the Payments module.
2. Select the Setup icon  and choose Payments Setup.
The Payments Setup screen displays.
3. Select **Finance Setup** in the left menu and choose **Online Payments Settings**.

Online Payments Settings		Save
Allow Partial Payments?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Setting to allow parents to make partial payments against bills in Portal.
Min. bill threshold for Partial Payment	<input type="text" value="10"/>	If a bill is less than this value, it will be required to be paid in full. If this setting is left blank then this setting will not be enforced.
Min. amount payable for Partial Payment	<input type="text" value="10"/>	Parents will not be able to process partial payments less than the set amount. If this setting is left blank then the default will be \$1 enforced as a minimum payment.
Guest Access Links Expiry Time	<input type="text" value="500000"/> Minutes	Setting determines how long a guest access link for viewing/trying Payment Request remains active for. Default: 1 month = 43200 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.
Allow invoices with status of SUBMITTED to show in Portal	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Allow invoices with status of SUBMITTED to be pushed to Portal
Allow online payments after the payment request due date	<input type="checkbox"/> For payment requests linked to activities <input checked="" type="checkbox"/> For payment requests not linked to activities	
Guest Access Links Show All Debtors Payment Requests	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	

4. Configure settings used for setting up Payment Requests that can be paid online via the parent portal.

Configure notifications



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

If your school is a government school in Victoria, the types of notifications available include:

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

Steps

Follow these steps to configure notification settings.

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

Online Payments Settings			Save
Allow Partial Payments?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Setting to allow parents to make partial payments against bills in Portal.	
Min. bill threshold for Partial Payment	<input type="text" value="30"/>	If a bill is less than this value, it will be required to be paid in full. If this setting is left blank then this setting will not be enforced.	
Min. amount payable for Partial Payment	<input type="text" value="20"/>	Parents will not be able to process partial payments less than the set amount. If this setting is left blank then the default will be \$1 enforced as a minimum payment.	
Guest Access Links Expiry Time	<input type="text" value="43800"/> Minutes	Setting determines how long a guest access link for viewing/paying Payment Request remains active for. 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.	
Allow invoices with status of SUBMITTED to show in Portal	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Allow invoices with status of SUBMITTED to be pushed to Portal	
Allow online payments after the payment request due date	<input type="checkbox"/> For payment requests linked to activities <input checked="" type="checkbox"/> For payment requests not linked to activities		
Guest Access Links Show All Debtor's Payment Requests	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		Save

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

5. Select 