

PAYMENTS FAQ

Payments are one of the core features of First Class.

It is important to understand how the payment functionality within First Class works.

Like any financial system, it is important to understand the rules and best practices to ensure your invoicing and payments are correct.

This document is a guide to all financial elements of First Class.

We will break this document down into sections as outlined below.

1. Invoices
2. Discounts
3. Payments
4. Refunds and credits
5. Reporting
6. Integrations

Invoicing

Invoices within First Class are typically related to a class enrolment.

How to set up the price of a class

There are two important concepts when setting up the price of a class.

1. Level pricing
2. Price of the class

Level pricing is the default price of a class level. For example, Jelly level may be \$22.50 per level.

Settings	Class Name	Level	Price
Settings	Awesome Orca	Per Class	\$30
Facility	Awesome Orca Holiday Class	Per Term	\$100
General	Flying Fish	Per Class	\$22.5
Class Setup	Flying Fish Holiday Class	Per Term	\$100
Team	Gold Fish	Per Class	\$22.5
Communication	Great White	Per Class	\$30
Manage Payments	Great White Holiday Class	Per Term	\$100
Payment Types	Jelly Fish	Per Class	\$22.5
Charge Types	Olly Octopus	Per Class	\$30
Pricing Types	Olly Octopus Holiday Class	Per Term	\$100
Level Pricing	Olympians	Per Class	\$30
Discount / Voucher	PPSGreat White	Per Class	\$8

Your level pricing will flow through to the class builder and will automatically assign the recommended default price to a class based on the pricing set for that level.

IMPORTANT NOTE:

Updating level pricing will not update the pricing of existing classes.

The price of the class is found within the settings of the class.

Pricing of a class MUST have a price type associated with it.

Edit ✕















Class Name <input type="text" value="Class Great White Holiday Class"/>	Level <input type="text" value="Great White Holiday Class"/>	Ins.Name <input type="text" value="TBC3A"/>				
Location <input type="text" value="Papakura"/>	Area <input type="text" value="Lane 3A"/>	Lesson Day <input type="text" value="Thursday"/>				
Start Class <input type="text" value="05 Oct 2023"/>	End Class <input type="text" value="06 Oct 2023"/>	Max# <input type="text" value="6"/>				
Start Time <input type="text" value="03:00 PM"/>	End Time <input type="text" value="03:30 PM"/>	Duration <input type="text" value="30"/>				
Wait List <input type="text" value="6"/>	<table border="1" style="width: 100%;"> <tr> <th>Price Type</th> <th>Amount</th> </tr> <tr> <td>Per Class</td> <td>20.00</td> </tr> </table>	Price Type	Amount	Per Class	20.00	Notes <input type="text" value="Say something..."/>
Price Type	Amount					
Per Class	20.00					
Online <input type="text" value="Yes"/>						

A price type is the logic used to calculate the fees the customer will be charged on their invoice.

There are 3 types of price types within First Class

1. **Per lesson:** This is where the amount charged is equal to the number of classes for the billing period multiplied by the class amount. For example, if the billing period is a term of 10 weeks, and the charge is 22 dollars per class, the invoice would be 10 x 22 dollars \$220.00.
2. **Per term (fixed amount):** This is a fixed amount for a period such as a term or week. For example, a holiday intensive class may be a flat rate of \$100.00 the per-term pricing can be used in this instance.
3. **Per month:** Per month relates to a set amount each month. For example, the per month pricing is \$90, days 0-30 would incur a charge of \$90 if the customer is booked beyond 30 days, the charge would be \$90 x 2.

Hi, Manage Test

-  Dashboard
-  Classes <
-  Lists <
-  Settings ▾
-  Facility <
-  General <
-  Class Setup <
-  Team <
-  Communication <
-  Manage Payments ▾
-  Payment Types
-  Charge Types
-  Pricing Types
-  Level Pricing

+ Add New Pricing Type

Sort Order	Name
1	Per Term
2	Per Month
3	Per Class

⏪
⏩
1
⏪
⏩

30 ▾ items per page

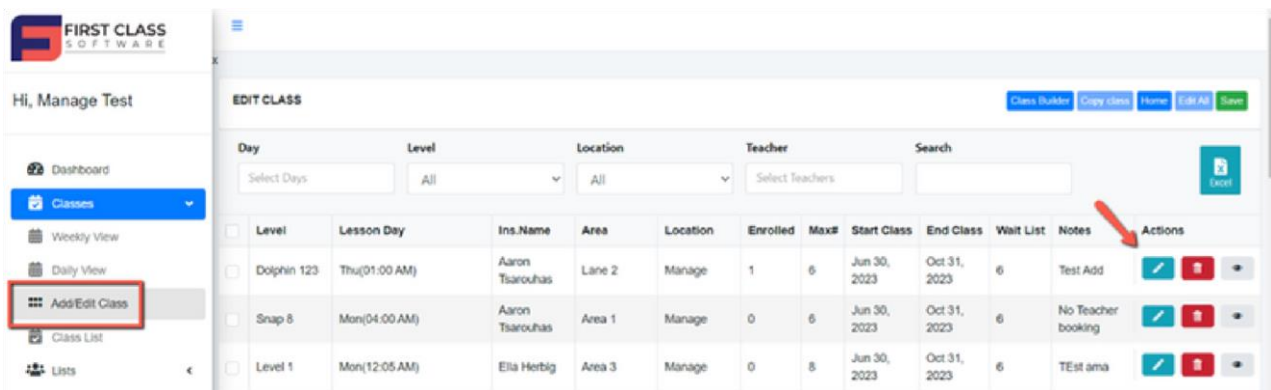
Pro-rated Invoices:

Invoice pro rating is available for per class charge types and is automatically calculated based on enrolment start dates.

Updating pricing of existing classes

To update the pricing of existing classes you must edit the price of the class itself.

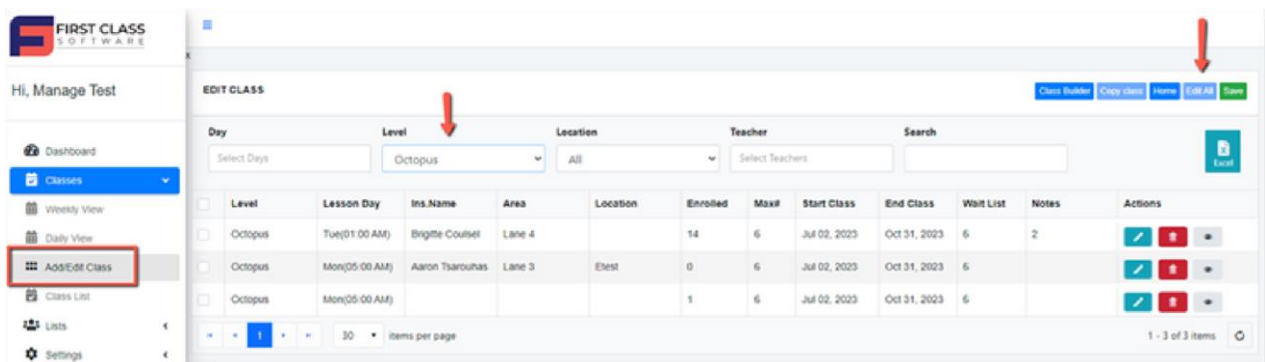
You can either do this individually by clicking the edit button next to a class in the add/edit class section OR you can use the edit ALL option to bulk edit pricing.



The screenshot shows the 'EDIT CLASS' interface. On the left is a navigation menu with 'Add/Edit Class' highlighted. The main area contains a table of classes with columns: Level, Lesson Day, Ins. Name, Area, Location, Enrolled, Max#, Start Class, End Class, Wait List, Notes, and Actions. A red arrow points to the 'Edit ALL' button in the top right corner of the table area.

Level	Lesson Day	Ins. Name	Area	Location	Enrolled	Max#	Start Class	End Class	Wait List	Notes	Actions
Dolphin 123	Thu(01:00 AM)	Aaron Tsarouhas	Lane 2	Manage	1	6	Jun 30, 2023	Oct 31, 2023	6	Test Add	[Edit] [Delete] [More]
Snap 8	Mon(04:00 AM)	Aaron Tsarouhas	Area 1	Manage	0	6	Jun 30, 2023	Oct 31, 2023	6	No Teacher booking	[Edit] [Delete] [More]
Level 1	Mon(12:05 AM)	Ella Herbig	Area 3	Manage	0	8	Jun 30, 2023	Oct 31, 2023	6	TEst ama	[Edit] [Delete] [More]

You can use filters for levels to make the process of bulk editing easier.












The screenshot shows the 'EDIT CLASS' interface with the 'Level' filter dropdown set to 'Octopus'. A red arrow points to the 'Level' filter, and another red arrow points to the 'Edit ALL' button. The table below shows only classes for the 'Octopus' level.

Level	Lesson Day	Ins. Name	Area	Location	Enrolled	Max#	Start Class	End Class	Wait List	Notes	Actions
Octopus	Tue(01:00 AM)	Brigitte Coussel	Lane 4		14	6	Jul 02, 2023	Oct 31, 2023	6	2	[Edit] [Delete] [More]
Octopus	Mon(05:00 AM)	Aaron Tsarouhas	Lane 3	Etest	0	6	Jul 02, 2023	Oct 31, 2023	6		[Edit] [Delete] [More]
Octopus	Mon(05:00 AM)				1	6	Jul 02, 2023	Oct 31, 2023	6		[Edit] [Delete] [More]

How can we add a joining fee to specific classes?

A joining fee can be set up for specific classes within the class settings (within add/edit class).

Dashboard | Classes | Weekly View | Daily View | **Add/Edit Class** | Class List | Lists

Day	Level	Location	Teacher	Search								
Select Days	All	All	Select Teachers		Filter							
Level	Lesson Day	Ins.Name	Area	Location	Enrolled	Max#	Start Class	End Class	Wait List	Notes	Actions	
<input type="checkbox"/>	Dolphin 123	Thu(01:00 AM)	Aaron Tsarouhas	Lane 2	Manage	1	6	Jun 30, 2023	Oct 31, 2023	6	Test Add	  
<input type="checkbox"/>	Snap 8	Mon(04:00 AM)	Aaron Tsarouhas	Area 1	Manage	0	6	Jun 30, 2023	Oct 31, 2023	6	No Teacher booking	  
<input type="checkbox"/>	Level 1	Mon(12:05 AM)	Elta Herbig	Area 3	Manage	0	8	Jun 30, 2023	Oct 31, 2023	6	TEst ama	  

Edit

Class Name: Class Dolphin 123 | Level: Dolphin 123 | Ins.Name: Aaron Tsarouhas

Location: Manage | Area: Lane 2 | Lesson Day: Thursday

Start Class: 30 Jun 2023 | End Class: 31 Oct 2023 | Max#: 6

Start Time: 01:00 AM | End Time: 01:30 AM | Duration: 30

Wait List: 6 | Price Type: Per Class | Amount: 17.3900 | Notes: Test Add

Online: Yes | **Joining Fee: 15.00**











Save **Cancel**

NOTE:

For the joining fee field to show, a joining fee/one off fee charge type must first be set up within the system charge types.

Hi, Manage Test

+ Add New Charge Type

Sort Order	Description	Transaction Type	Default Amount (Optional)	Is Percentage	Computation Type	Actions
1	Class fee	Debit		No	Tuition	 
2	Discount	Credit		No	Discount	 
5	Joining Fee	Debit		No	OneOff	 
3	Manual Charges	Debit		No	UserEntry	 
4	Registration Fee	Debit		No	UserEntry	 

30 items per page | 1 - 5 of 5 items

Invoices are automatically generated when an enrolment is completed.

All invoices will be displayed on the student ledger, the associated parent's ledger as well as the payment summary report.

The customer's ledgers are found on both the student and parent profiles.

Student Profile

Details

Jane Doe 1

Student Number: 44444444

DOB: Nov 04, 2014

Gender: Male

Age: By 10m

Parent Name: Janice Do5

Booking History Make up lessons Competencies / Skills Attendance Payment Transactions Notes **Ledger**

New Invoice Adjustment

Date	Description	Debit	Credit	Balance	Action
29-09-2023	Available Credit Adjustment# 11377 - Student Upload Balance	0	120.00	-120.00	Action

Parent Profile

Details

Janice Do5

ID: 149755

Number of Children: 1

Email: janicedo5@test.com

Mobile: 2222222222

Address: address 1

City:

Students Payment Transactions Notes **Ledger** Communication Direct Debit

New Invoice Adjustment

Date	Description	Debit	Credit	Balance	Action
29-09-2023	Available Credit Adjustment# 11377 - Student Upload Balance	0	120.00	-120.00	Action

How to edit an existing invoice?

An existing invoice can be edited via the customer ledger sections or the payment summary.

An invoice can be edited directly by changing the amount or you can add or remove line items and then save the invoice.

The edit button can be found by clicking on the action section within the ledger or payment summary.

Student Profile

Details

Aarya Odedra

Student Number: 5996

DOB: May 23, 2021

Gender:

Age: 2y 4m

Parent Name:

Booking History Make up lessons Competencies / Skills Attendance Payment Transactions Notes Ledger

New Invoice Adjustment

Date	Description	Debit	Credit	Balance	Action
20-01-2023	Inv# 2301063366 (Term 1 2023) - Tuition (Aarya Odedra)	160.00	0	160.00	Action View Invoice Edit Void Delete

Payment List

Student Enrolled: From Sep 01 2023 To Oct 02 2023

Area: Location:

Payment Status: --Select-- Payment Types: Pricing Types: Program Types:

Date Initiated: Date Paid:

Search: aarya Apply Filter

Print PDF Excel

Ref No	StudentCode	Student	Parent	Total	Paid	Adjustment	Balance	Status	Payment Type	Date Initiated	Date Paid	Voucher	Location	NDIS #	Action
2302068540	5996	Aarya Odedra		\$80.00	\$80.00	\$0.00	\$0.00	Paid	Bank transfer	Feb 01, 2023	Aug 10, 2023		Te Atatu		Receipt
2302069868	STU	Aaryan Sethi		\$20.00	\$0.00	\$0.00	\$20.00	Pending		Feb 21, 2023			Papakura		Pay Void Edit Delete

How to delete an existing invoice?

An invoice can be deleted via the action section within the ledger or payment summary.

NOTE:

A deleted invoice will show in the customer ledger as a deleted line item.

Details

Test Swimmer

Student Number: STU-189047
 DOB: Apr 04, 2023
 Gender:
 Age: 0y 5m
 Parent Name: swim parent
 Email: Swinamtion@testing.fc

Booking History Make up lessons Competencies / Skills Attendance Payment Transactions Notes Ledger

New Invoice Adjustment

Date	Description	Debit	Credit	Balance	Action
02-10-2023	Inv# 2310146208 (School Holiday Programme October) - Class fee (Test Swimmer)	20.00	0	20.00	Pay

Action: View Invoice, Edit, Void, Delete

Booking History Make up lessons Competencies / Skills Attendance Payment Transactions Notes Ledger

Date	Description	Debit	Credit	Balance
07-09-2023	Inv# 2309135104 (Term 3 2023) - Class fee (Supporttest two)	90.00	0	90.00
07-09-2023	(DELETED) available Credit. Adjustment# 10913 - credit test 1 (Amount:25.00)	0	0	90.00

How can I create a custom invoice?

A custom invoice not tied to an enrolment can be created for a student or parent under the ledger section using the new invoice button.

Student Profile

Supporttest two

Student Number: STU-326745
 DOB: Feb 05, 2020
 Gender: Male

Booking History Make up lessons Competencies / Skills Attendance Payment Transactions Notes Ledger

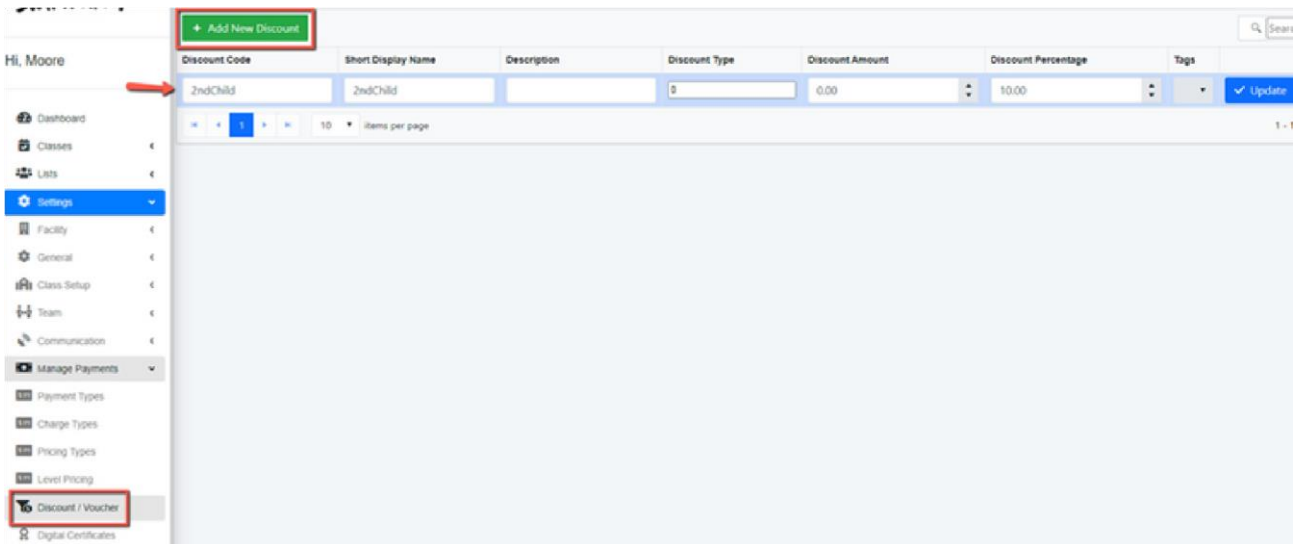
New Invoice Adjustment

Date	Description	Debit	Credit	Balance	Action
07-09-2023	Inv# 2309135104 (Term 3 2023) - Class fee (Supporttest two)	90.00	0	90.00	Action

Discounts

Normal discounts

Normal discounts can be added via the discount settings within the manage payment settings.



Normal discounts are ideal to use in the admin system where a staff member will be the one applying the discount to the customer's invoice when the invoice details are displayed as part of the enrolment.

You can add any available discounts via the discount field.

Record a Payment ✕

Student

Name: **Blake Smith**
Age: **nully**

Class

Start: **1/10/2023**
End: **3/10/2023**
Day-Time: **Monday,Tuesday,Wednesday**
3:00 pm
Level: **2 on 1 Under we go**
Teacher: **Shaquile**
Location:

Charges & Fees

Class fee:	\$105
Discount:	\$0
Total:	\$105

Payment Summary

Payment Type: Bank Transfer

Discount Code: 2ndChild

Active Kids Voucher:

First Lap Voucher:

Bank Transfer

The amount you will be charged 105

Cancel
Pay

You can add multiple discounts at once as well as remove discounts from this field.

Discounts can be in the form of a percentage OR an amount.

IMPORTANT NOTE:

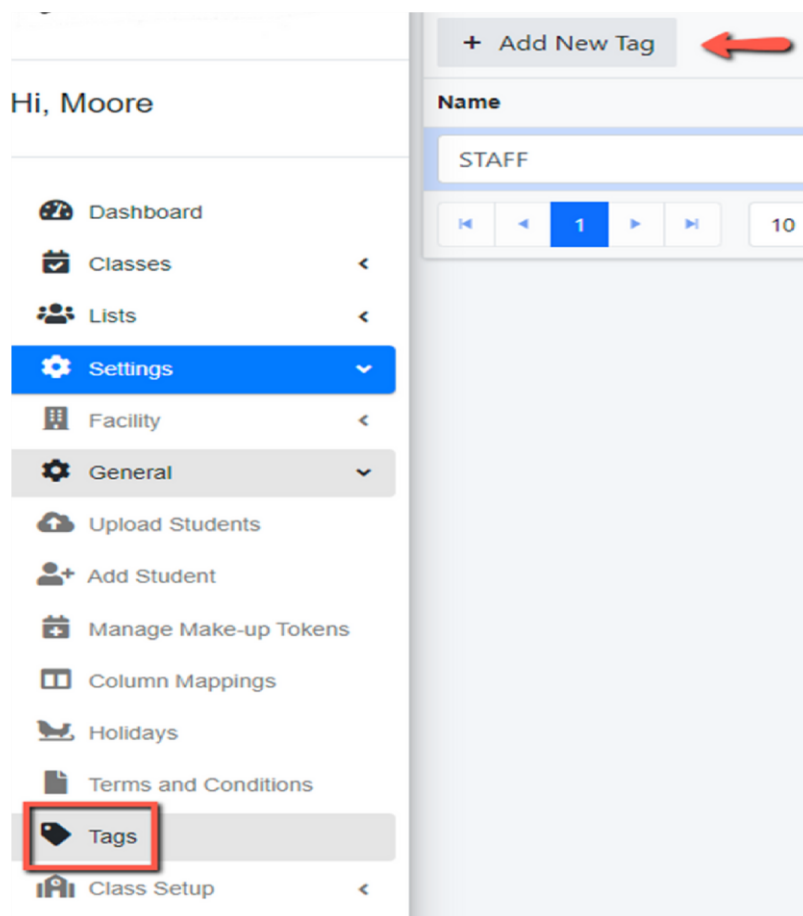
Amount-based discounts are a set amount. (They do not calculate on a per lesson basis).

Tag discounts

Tag discounts can be used to automate discounts that should always be applied to a specific customer.

For example, a staff member may have children enrolled in your program, and they should always get a 50% discount.

You can set up a tag called STAFF and apply a 50% discount to that tag.



Any student that has that tag assigned will automatically receive that discount.

Student Profile

Last Name:
MATE

DOB:
Jul 02, 2014

Gender:
Male

Age:
9y 3m

Parent Name : [PARENT TESTING](#)

Email:
testmemberretention1@gmail.com

Mobile:
0411406944

NDIS Number:

In Current level Since:

Medical/Disabilities:
Allergies

Tags:
STAFF

Behavioural:

This applied to both within the admin system and the online portal/online bookings.

NOTE:

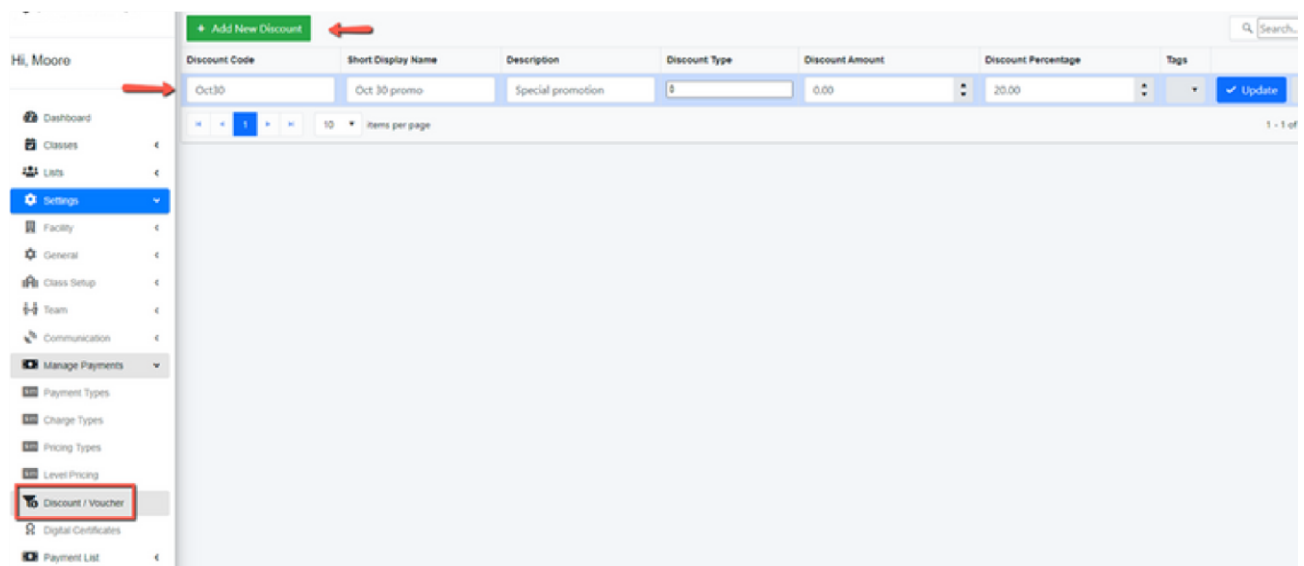
You cannot apply a tag to a parent! Only a student!

Voucher discounts

Voucher discounts are used most for online bookings. You can give a specific customer a voucher code to unlock a discount much like a promo code with online shopping.

To set up a voucher code you can go to the discount settings and apply a voucher code to a specific discount.

You could use this for special promos such as joining before October 30th and entering the code **Oct30** and receiving a 20% discount on your lesson fees for the term.



Automated discounts

There are two types of automated discounts, multiple students and multiple classes.

Multiple student discount

Multiple student discount applies to families with multiple students enrolled at one time.

In the automated discounts matrix, you can enter the appropriate discounts for the specific number of students in one family.

For example, if a family has 3 children, you may give 15% off the 3rd child's fees.

In the matrix, you would enter 15% for 3 children, 1 lesson.

NOTE:

Automated discounts are only percentage-based.

Multiple class discount

Multiple class discounts apply when the same student has multiple classes.

For example, if a child has a second lesson, you may give 10% off the second lesson.

By applying 20% to the second lesson, 1 child in the matrix, this will allow for this discount to be applied automatically whenever this condition is met.

Automated discounts apply to both the admin system as well as online bookings.

Payments

Recording payments from the admin system/back end.

How to record payment at the point of enrolment?

When enrolling a student, a summary of the invoice including the amount and discounts, etc. will be shown on the screen. In this section, there is a tick box that says "include payment".

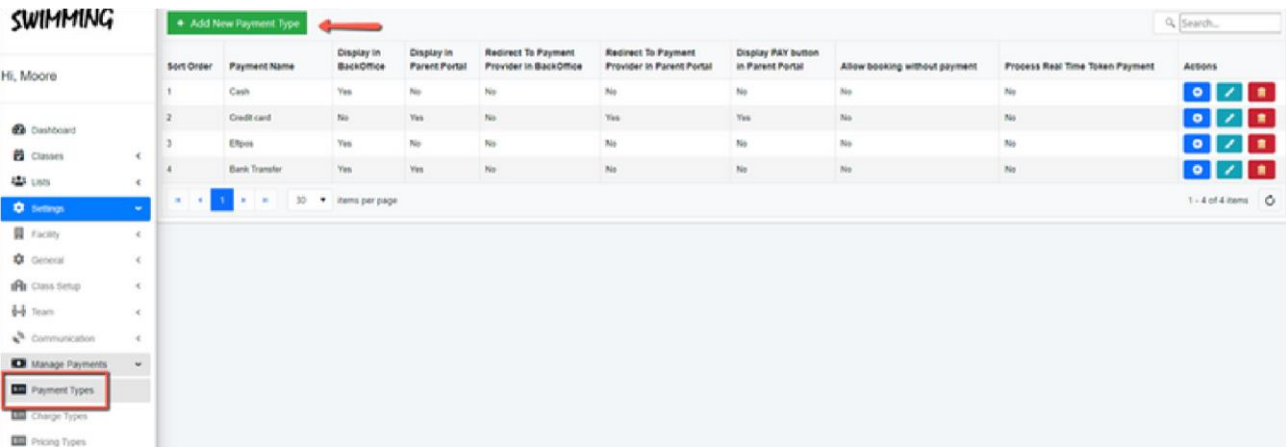
This will take you to the payment screen where you can record a payment including the payment type. I.e. Cash or Eftpos.

Student Name: Test Student Age: 3.08y	Charges & Fees Class fee: \$4120 Discount: 0 Manual Charges: 0 Total: \$4120	Booking Type: Permanent booking
Class Start: Sep 06, 2022 End: Sep 06, 2027 Day-Time: Monday 7:00 AM Level: Test Teacher: Test Teacher Location: Status: Available	Class fee Computation Pricing Plan Type: Per Class Plan Amount: \$ 20 Total classes for the plan: 206 No. of holidays: 0 Classes booked (less holidays): 206 Computed Class Fees: \$4120 <i>Computed based on period ending 6/9/2027</i>	Start Date: Oct 02, 2023
Discounts		Drop Date: Sep 06, 2027

I want to include payment in this booking
 Send me an email for the payment statement

NOTE:

You can set up payment types via the payment settings (manage payments- payment types).



Sort Order	Payment Name	Display in BackOffice	Display in Parent Portal	Redirect to Payment Provider in BackOffice	Redirect To Payment Provider in Parent Portal	Display PAY button in Parent Portal	Allow booking without payment	Process Real Time Token Payment	Actions
1	Cash	Yes	No	No	No	No	No	No	[Edit] [Check] [Delete]
2	Credit card	No	Yes	No	Yes	Yes	No	No	[Edit] [Check] [Delete]
3	Eftpos	Yes	No	No	No	No	No	No	[Edit] [Check] [Delete]
4	Bank Transfer	Yes	Yes	No	No	No	No	No	[Edit] [Check] [Delete]

Recording payments from the back end

Payment of invoices can be ticked off via multiple avenues.

1. Via the payment summary:

By clicking on the pay button, you can record a payment for an invoice in the payment summary.

Payment List

Student Enrolled: From Sep 01 2023 To Oct 02 2023

Area: Location:

Payment Status: --Select-- Payment Types: Pricing Types: Program Types:

Date Initiated: Date Paid:

Search: ELLATESTING OCTOBER 18 Apply Filter

Ref No	Student Code	Student	Parent	Total	Paid	Adjustment	Balance	Status	Payment Type	Date Initiated	Date Paid	Voucher	Location	NDIS #	Action
2309442200	156768	EMMA SEPT20	EMMAP SEPT20	\$100.00	\$0.00	\$0.00	\$100.00	Pending		Sep 20, 2023					Pay Edit Delete
2210026366	STU-163880	ELLATESTING OCTOBER 18	PARENTTESTING OCTOBER 18	\$0.00	\$0.00	\$0.00	\$0.00	Paid		Oct 18, 2022					Receipt
2210026367	STU-163880	ELLATESTING OCTOBER 18	PARENTTESTING OCTOBER 18	\$0.00	\$0.00	\$0.00	\$0.00	Paid		Oct 18, 2022					Receipt
2310146222	STU-163880	ELLATESTING OCTOBER 18	PARENTTESTING OCTOBER 18	\$0.00	\$0.00	\$0.00	\$0.00	Pending		Oct 02, 2023					Pay Edit Delete

2. Via the ledger:

By clicking on the pay button within the ledger you can pay for one or multiple outstanding invoices at the one time.

Class Details

Date: 4/10/2023 Time: 05:00 AM Level: Turtle Area: Lane 3 Teacher: Aaron Tsarouhas

Go to Class View Notes: No Data

Enrolled Students

Student	Medical	Age	Gender	Start Date	Drop Date	Notes	Balance	Enrollment Type	Action
ELLA TEST		23.09	null	Oct 04, 2023	Oct 31, 2023		\$60 Pay	Permanent booking	--Action--

3. Via the class block :

If you click on a class, it will show you outstanding fees and give you the option to record a payment.

Class Details

Date: 4/10/2023 Time: 01:00 AM Level: Snap 10 Area: Area 3 Teacher: Archie Ballinger

Go to Class View Notes: 3

Enrolled Students

Student	Medical	Age	Gender	Start Date	Drop Date	Notes	Balance	Enrollment Type	Action
ELLATESTING OCTOBER 18		23.09	null	Oct 04, 2023	Oct 31, 2023		\$60 Pay	Permanent booking	--Action--

How can I tick off payment for multiple invoices at once?

Via the ledger you are able to pay a total amount and tick off multiple invoices in the one transaction. This is useful for parents with multiple students who are making a single payment.

Student Profile

Details

ELLATESTING OCTOBER 18

Student Number: STU-163860

DOB: Jan 01, 2000

Gender:

Age: 23y 9m

Parent Name: PARENTTESTING OCTOBER 18

Email: admin@memberretentionsystems.com

New Invoice Adjustment

Booking History Make up lessons Competencies / Skills Attendance Payment Transactions Notes Ledger

Date	Description	Debit	Credit	Balance	Action
02-10-2023	Inv# 2310146222 (Term 3 2023) - Class fee (ELLATESTING OCTOBER 18)	80.00	0	80.00 Pay	Action ▾
02-10-2023	Inv# 2310146223 (Term 3 2023) - Class fee (ELLATESTING OCTOBER 18)	240.00	0	320.00 Pay	Action ▾

Student Profile

Details

ELLATESTING OCTOBER 18

Student Number: STU-163860

DOB: Jan 01, 2000

Gender:

Age: 23y 9m

Parent Name: PARENTTESTING OCTOBER 18

Email: admin@memberretentionsystems.com

Mobile: 13133

NDIS Number:

In Current level Since:

Medical/Disabilities:

Tags:

Behavioural:

Is there anything else you would like to share about your child?

Swimming Goals:

Media Consent:

Record a Payment(s)

Payment Summary

Payment Type: Choose Type - Required!

The amount you will be charged 320.00

Invoice Number	Total	Paid	Adjustment	Balance	Discount	Amount Charge
<input checked="" type="checkbox"/> 310146222	80.00	0.00	0	80.00	0.00	80.00
<input checked="" type="checkbox"/> 310146223	240.00	0.00	0	240.00	0.00	240.00

Cancel Pay

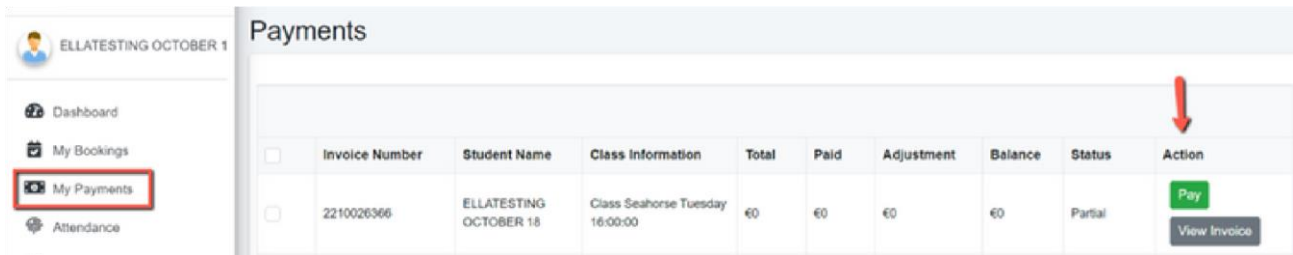
Payment gateways

When a payment gateway such as Esidebit is used, an invoice will be immediately ticked off as paid based on a successful transaction.

How can parents pay their invoice online?

Parents can view all invoices via their parent portal and can also make payments via the portal if they have an online payment gateway connected.

Parents can make payment of an invoice by clicking the pay button next to the invoice.



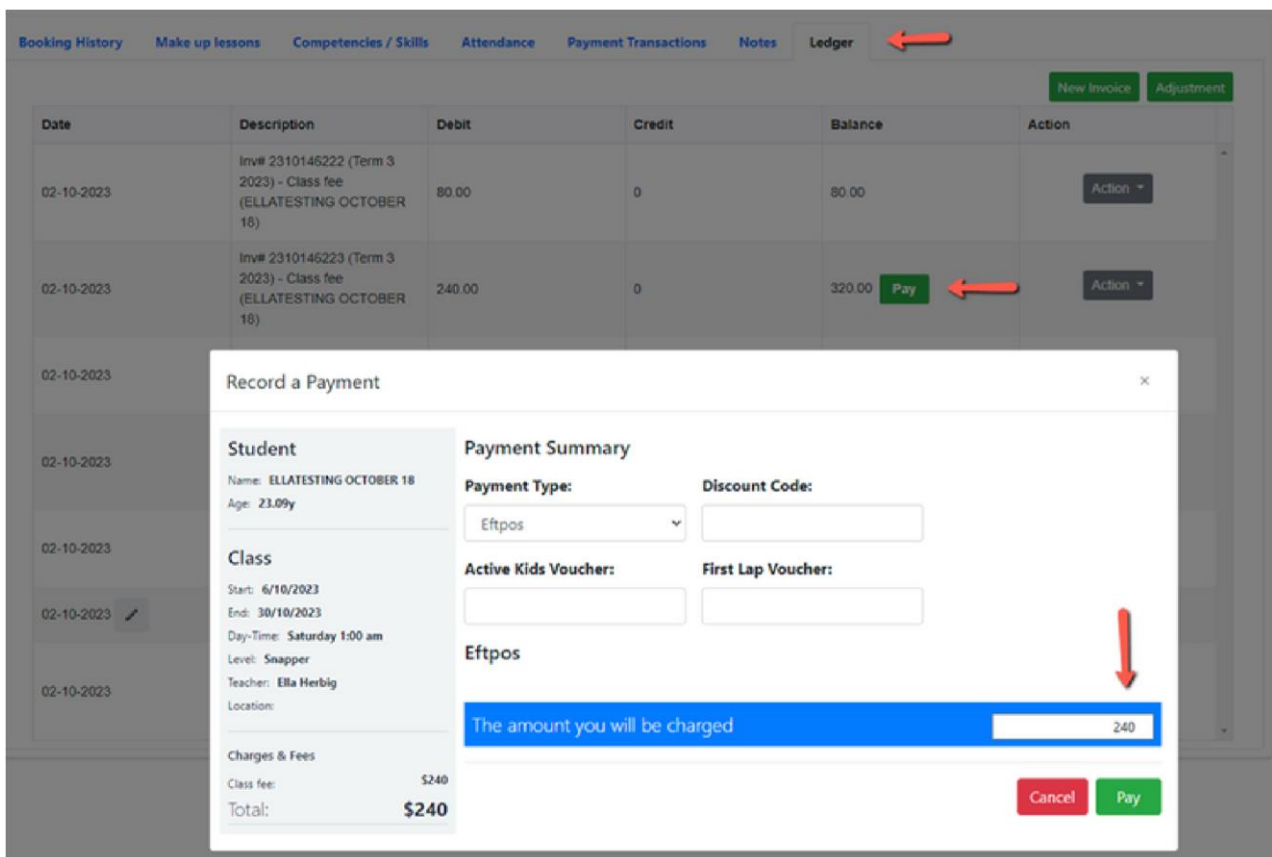
	Invoice Number	Student Name	Class Information	Total	Paid	Adjustment	Balance	Status	Action
<input type="checkbox"/>	2210026366	ELLATESTING OCTOBER 18	Class Seahorse Tuesday 16:00:00	€0	€0	€0	€0	Partial	<input type="button" value="Pay"/> <input type="button" value="View Invoice"/>

Payments with online booking

How do I record a partial payment?

You can record a part or partial payment for an invoice by editing the amount in the payment screen.

This functionality is only available via the ledger and payment summary sections.



Booking History Make up lessons Competencies / Skills Attendance Payment Transactions Notes **Ledger**

Date	Description	Debit	Credit	Balance	Action
02-10-2023	Inv# 2310146222 (Term 3 2023) - Class fee (ELLATESTING OCTOBER 18)	80.00	0	80.00	Action
02-10-2023	Inv# 2310146223 (Term 3 2023) - Class fee (ELLATESTING OCTOBER 18)	240.00	0	320.00	Pay Action

Record a Payment

Student
Name: ELLATESTING OCTOBER 18
Age: 23.09y

Class
Start: 6/10/2023
End: 30/10/2023
Day-Time: Saturday 1:00 am
Level: Snapper
Teacher: Ella Herbig
Location:

Charges & Fees
Class fee: \$240
Total: \$240

Payment Summary

Payment Type: Eftpos **Discount Code:**

Active Kids Voucher: **First Lap Voucher:**


Eftpos

The amount you will be charged:

How can I delete/void a payment?

A payment can be deleted or voided via the parent or student ledger.


A deleted or voided payment will be displayed as a line item without charge on the ledger for auditing.

Booking History Make up lessons Competencies / Skills Attendance Payment Transactions Notes Ledger						
Date	Description	Debit	Credit	Balance	Action	
02-10-2023	Inv# 2310146222 (Term 3 2023) - Class fee (ELLATESTING OCTOBER 18)	80.00	0	80.00	Action ▾	
02-10-2023	Inv# 2310146223 (Term 3 2023) - Class fee (ELLATESTING OCTOBER 18)	240.00	0	320.00 Pay	Action ▾	
02-10-2023	Applied Credit to InvoiceID# 26366. Adjustment# 11399 - TEST CREDIT	0	0	320.00	Action ▾	
02-10-2023	Applied Credit to InvoiceID# 26367. Adjustment# 11400 - Excess ledger adjustment from invoice 26366	0	0	320.00	Action ▾	
02-10-2023 	Payment for booking of class ID: 110410	0	60.00	260.00	Action ▾ Void	
02-10-2023	VOIDEDI Payment for booking of class ID: 110410 (Amount: \$60.00)	0	0	320.00	Action ▾	



How can I change the date of a payment?


You can change the date a payment was received by using the edit pencil button next to the payment within the ledger.

This is useful if you want the payment to reflect the date it was actually received rather than reconciled.

Booking History Make up lessons Competencies / Skills Attendance Payment Transactions Notes Ledger 

[New Invoice](#) [Adjustment](#)

Date	Description	Debit	Credit	Balance	Action
02-10-2023	Inv# 2310146222 (Term 3 2023) - Class fee (ELLATESTING OCTOBER 18)	80.00	0	80.00	Action
02-10-2023	Inv# 2310146223 (Term 3 2023) - Class fee (ELLATESTING OCTOBER 18)	240.00	0	320.00 Pay	Action
02-10-2023	Applied Credit to InvoiceID# 26366. Adjustment# 11399 - TEST CREDIT	0	0	320.00	Action
02-10-2023	Applied Credit to InvoiceID# 26367. Adjustment# 11400 - Excess ledger adjustment from invoice 26366	0	0	320.00	Action
02-10-2023 	 Payment for booking of class ID: 110410	0	60.00	260.00	Action

02-10-2023 

Payment for booking of class ID: 110410

✓

⊘

Refunds and credits

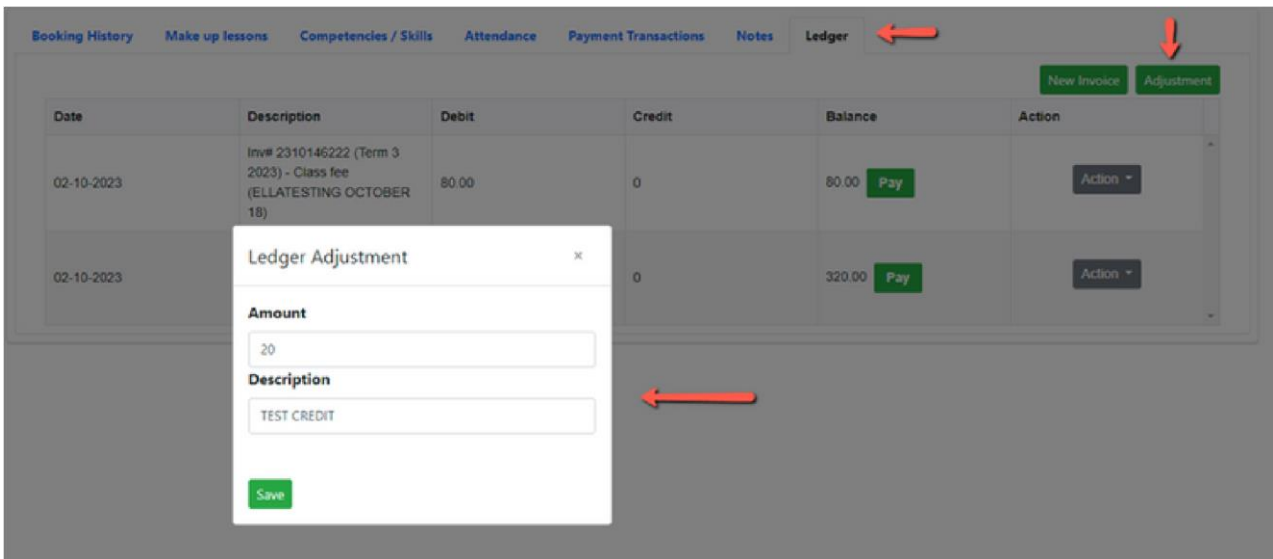
How do I process a refund?

Manual refunds

Refunds via Ezidebit

How do I process a credit?

A credit can be processed to a student's account by using the adjustment button on the ledger.



If an invoice is pending, a credit will automatically be applied to that open invoice.

This will show on the ledger as an applied credit.

02-10-2023	Applied Credit to InvoiceID# 146222. Adjustment# 11401 - Excess ledger adjustment from invoice 26367	0	20.00	300.00	Action ▾
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If there is no invoice available, it will show on the ledger as an “available credit” which will be automatically applied to the next invoice.

How can I apply credits for multiple students at once?

Bulk credits can be applied via the active students list.

Simply filter the days/levels and other parameters you wish to segment for and then select all or specific students from the refined list.

Then click the plus action button in the top right corner of the screen and select the bulk ledger adjustment button.

Active Students

Lesson Day: Level Code: Teacher: Area:

Lesson Time: Date From: Date To: Search: Location:

Terms: Tags: Direct Debit:

<input checked="" type="checkbox"/>	Student Code	Student Name	Age	Parent Name	Email Address	Co	ACTIONS	Started
<input checked="" type="checkbox"/>	STU-161424	ELLA TEST	23y 9m	TEST ELLA	admin@memberretentionsystems.com	311	<input type="button" value="Bulk Ledger Adjustment"/>	04, 2023
<input checked="" type="checkbox"/>	STU-163860	ELLATESTING OCTOBER 18	23y 9m	PARENTTESTING OCTOBER 18	admin@memberretentionsystems.com	131		04, 2023
<input checked="" type="checkbox"/>	STU-228511	TEst Sept26	3y 8m	Test1 Sept26	mrstestemail@gmail.com			27, 2023
<input checked="" type="checkbox"/>	STU-228634	Test Septem28	3y 8m	Test Septem28	yban.mat17@gmail.com			26, 2023
<input checked="" type="checkbox"/>	STU-228702	TEst Septembe29	3y 7m	TEst Septembe29	mrstestemail@gmail.com	123		26, 2023

30 Students per page

From here you can apply a bulk credit for a specific amount and include a description.

Lesson Time: Date From: Date To: Search:

Terms: Tags:

Bulk Ledger Adjustment ✕

Amount

Description

<input checked="" type="checkbox"/>	Student Code	Student Name	Age	Contact Number	Date
<input checked="" type="checkbox"/>	STU-161424	ELLA TEST	23y 9m	31131313413	Sep 2
<input checked="" type="checkbox"/>	STU-163860	ELLATESTING OCTOBER 18	23y 9m	131349764	Oct 11
<input checked="" type="checkbox"/>	STU-228511	TEst Sept26	3y 8m		Sep 2
<input checked="" type="checkbox"/>	STU-228634	Test Septem28	3y 8m		Sep 2
<input checked="" type="checkbox"/>	STU-228702	TEst Septembe29	3y 7m	1231564	Sep 2

30 Students per page

Refunds and credits

How do I report on tax?

You can set up tax for specific levels within the level pricing settings.

To view a report on how much tax has been collected within a given period go to the payment summary report and view the tax column.

How can I get a list of customers with outstanding fees?

From the payment summary report, you can filter for pending invoices for a specific enrolment range. This will return the list of all invoices that are still in a pending status.

You may also wish to filter for partially paid invoices as well.

How can I get an “end of day” payment report?

You can get an end-of-day payments report via reports- Payment report

This will show all transactions taken on a specific day including their payment type.

Direct debit

First Class only offers direct debit on a monthly basis for both term and perpetual-based programs. For more information please contact your account manager.

Xero integration

For more information about First Class’s Xero integration please contact your account manager.
