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.

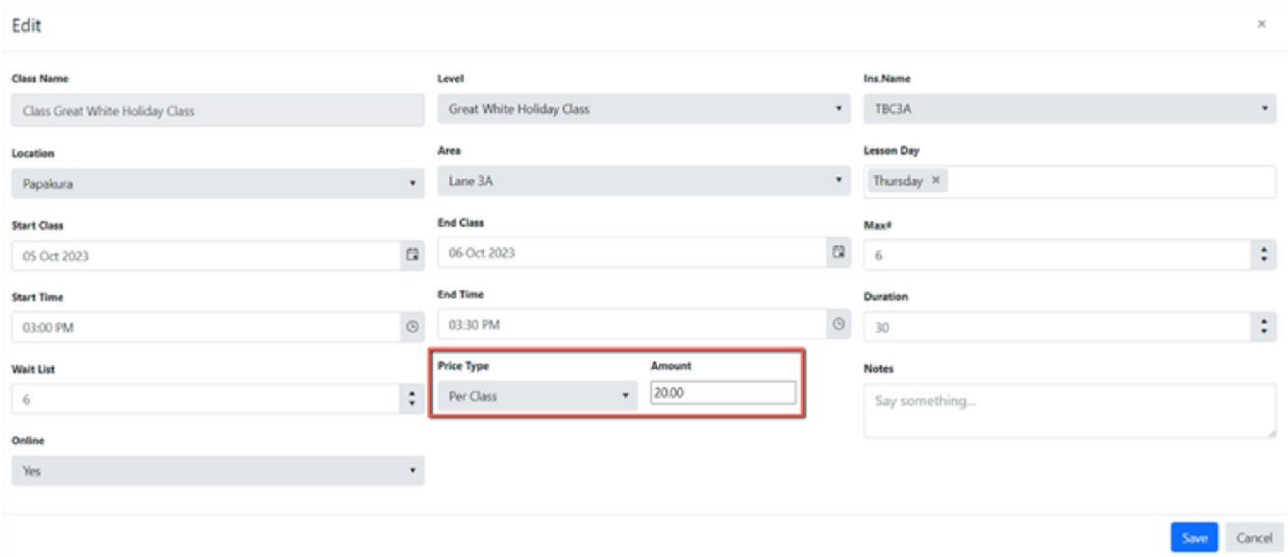
Your level pricing will flow through to the class builder and will automatically assign the recommended default price to a class based on the pricing set for that level.

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.

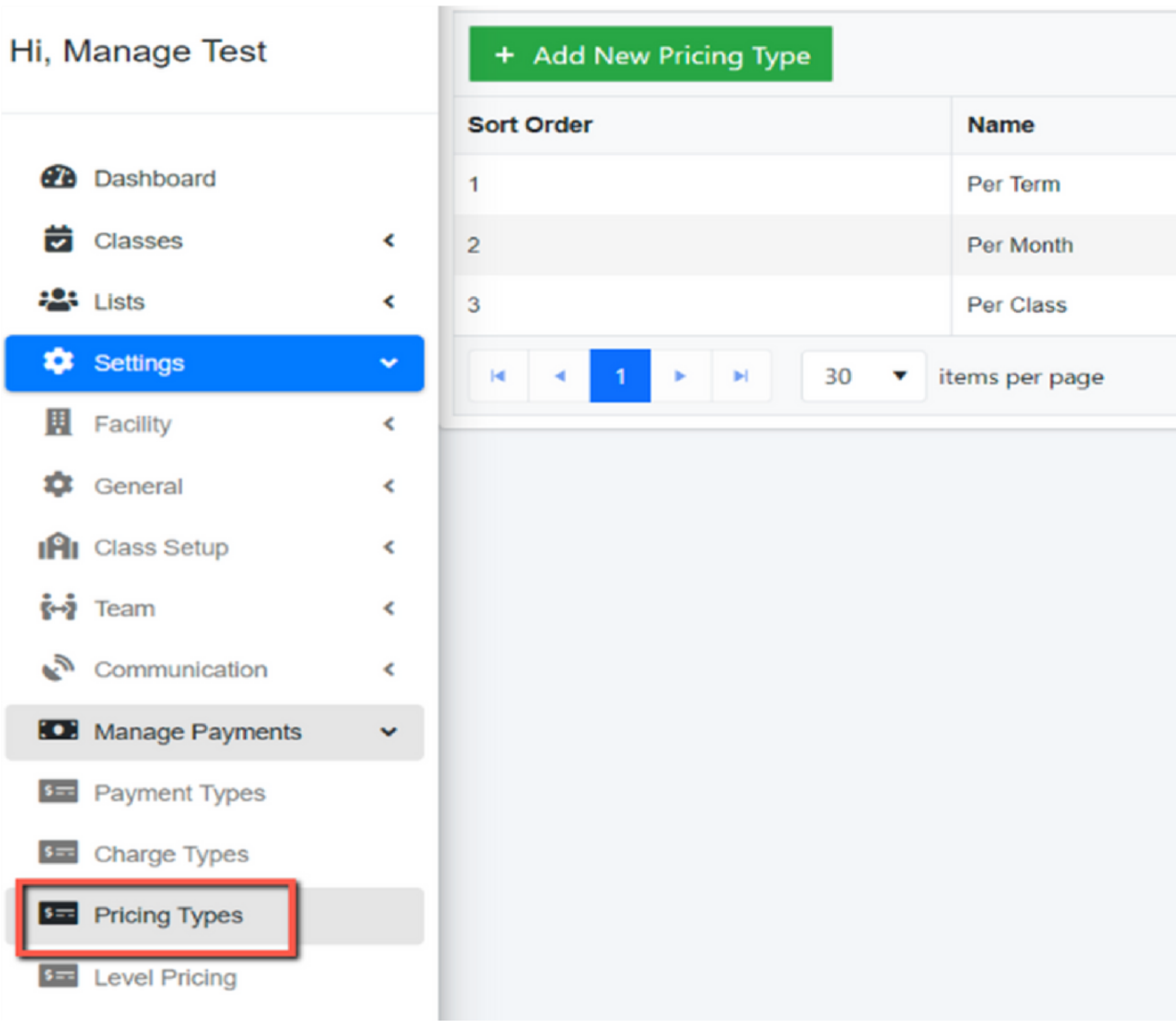
Pricing of a class MUST have a price type associated with it.



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.



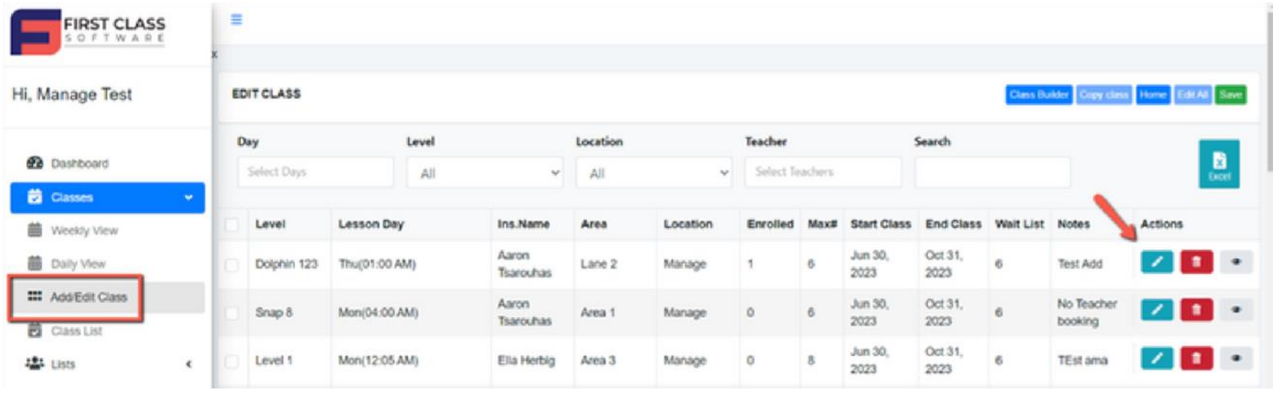
Pro-rated Invoices:

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

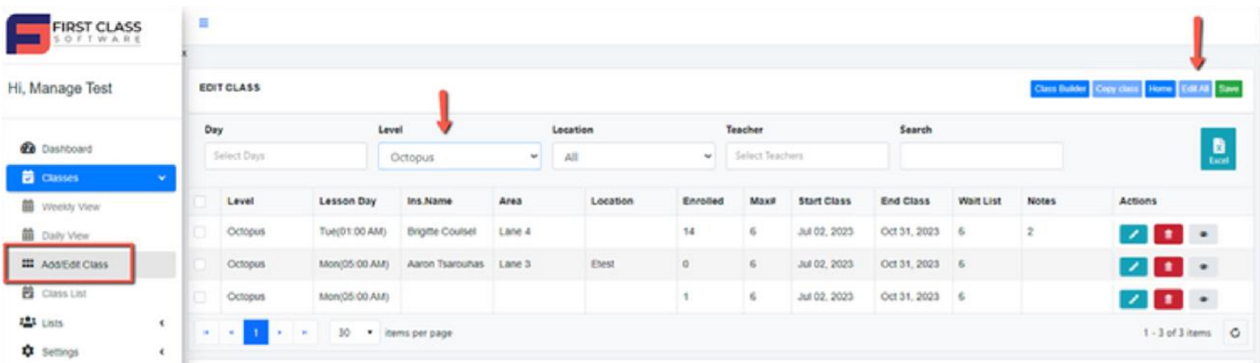
Updating pricing of existing classes

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.

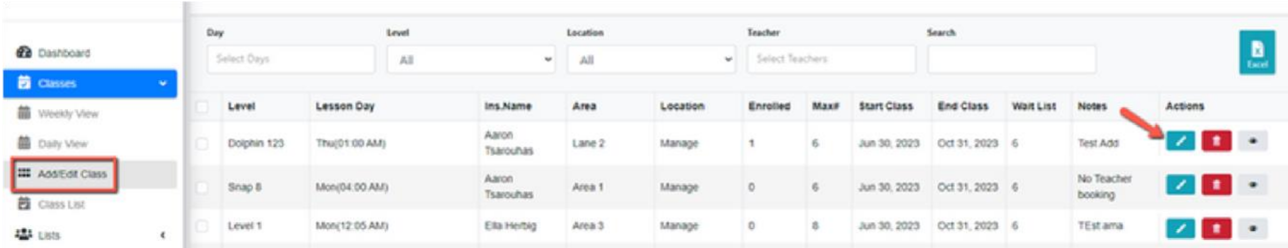


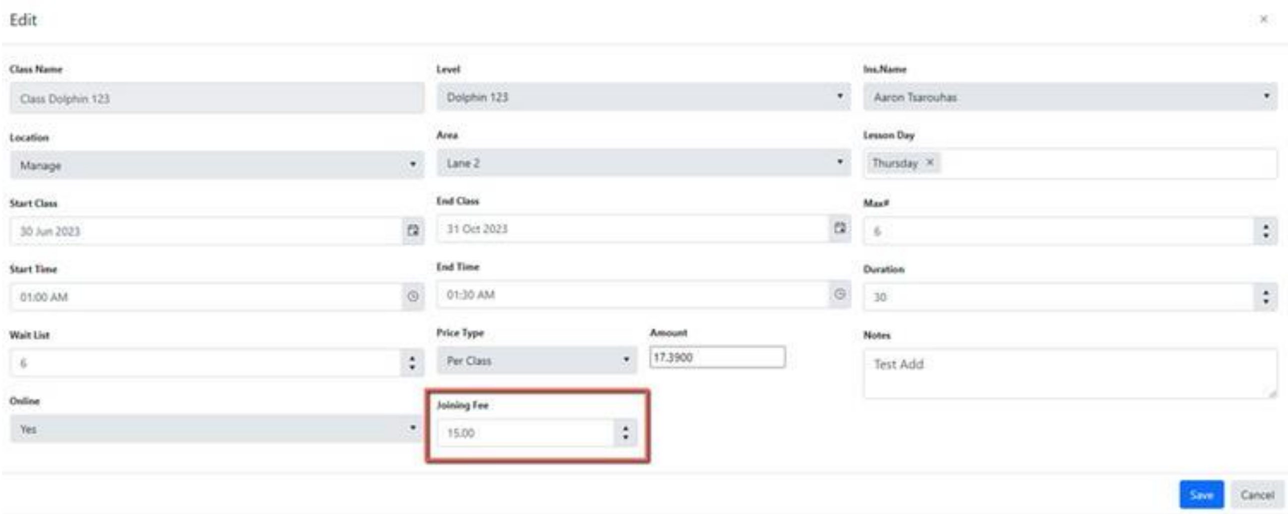
You can use filters for levels to make the process of bulk editing easier.



How can we add a joining fee to specific classes?

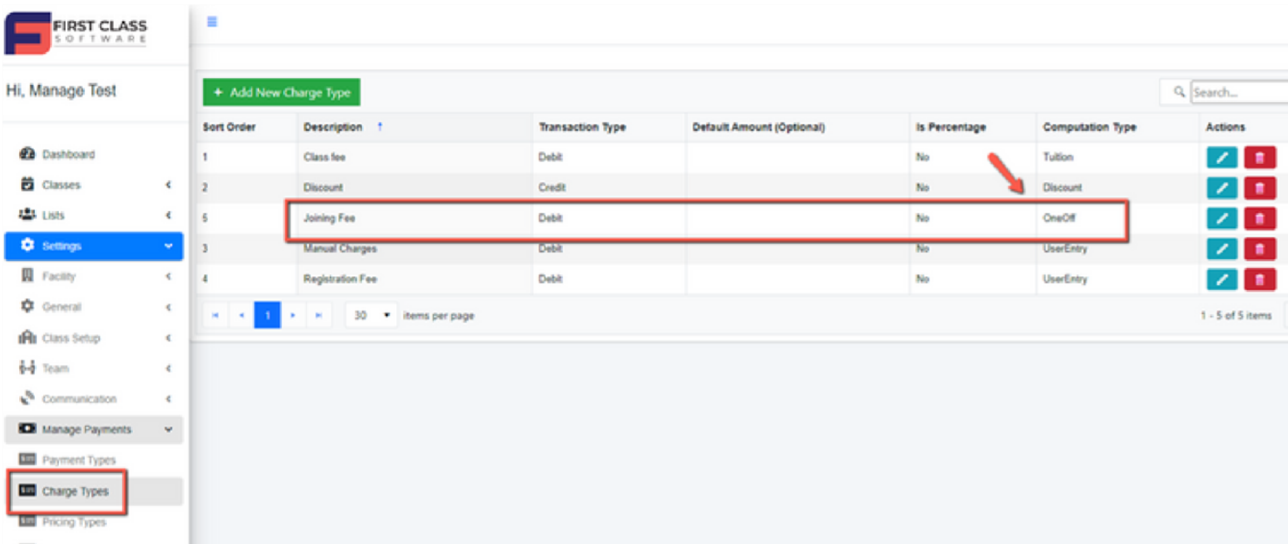
A joining fee can be set up for specific classes within the class settings (within add/edit class).





NOTE:

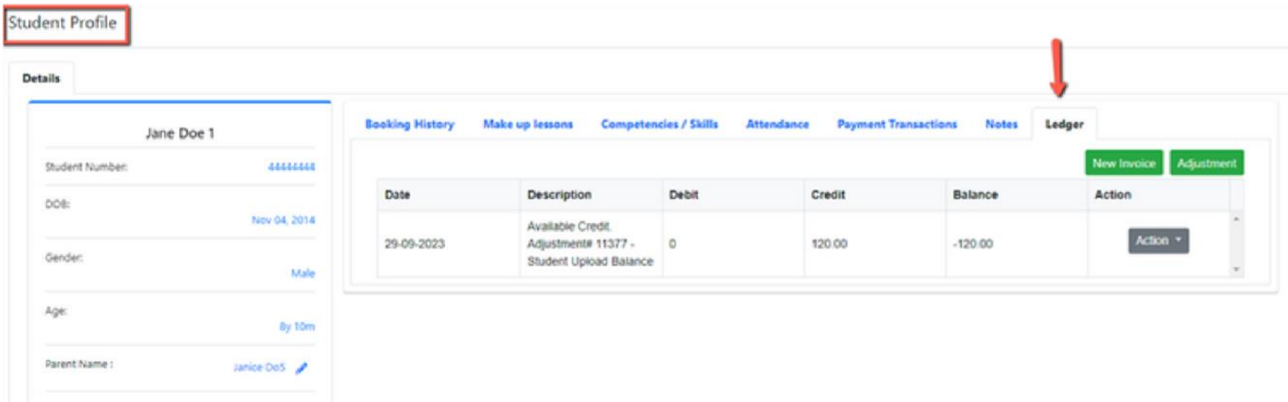
For the joining fee field to show, a joining fee/one off fee charge type must first be set up within the system charge types.

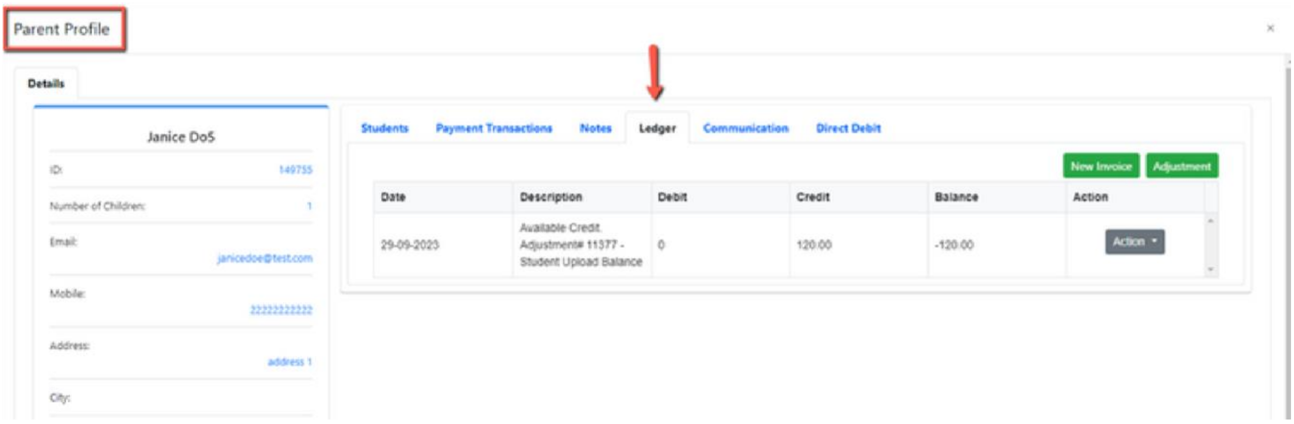


Invoices are automatically generated when an enrolment is completed.

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.



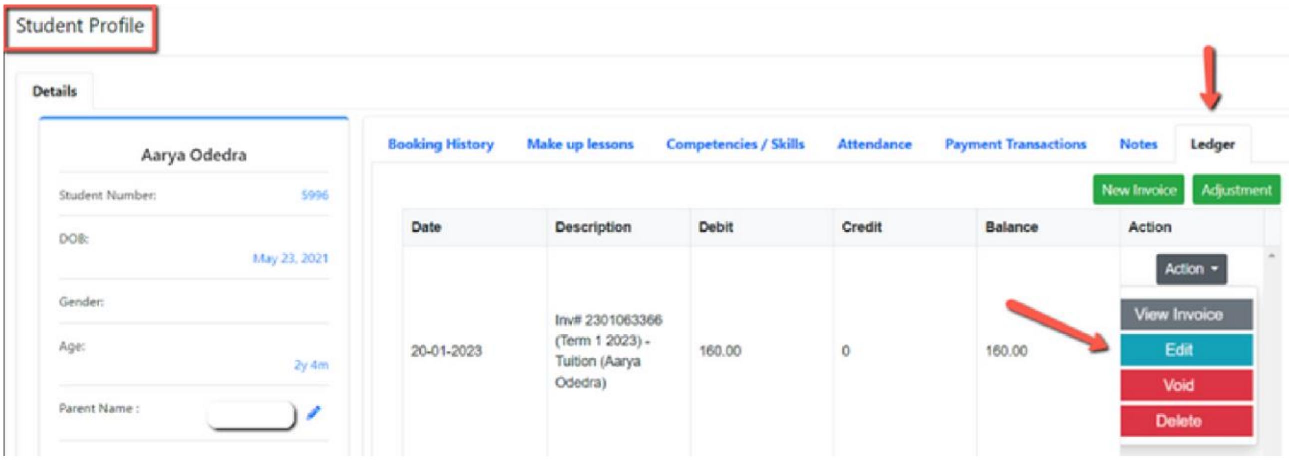


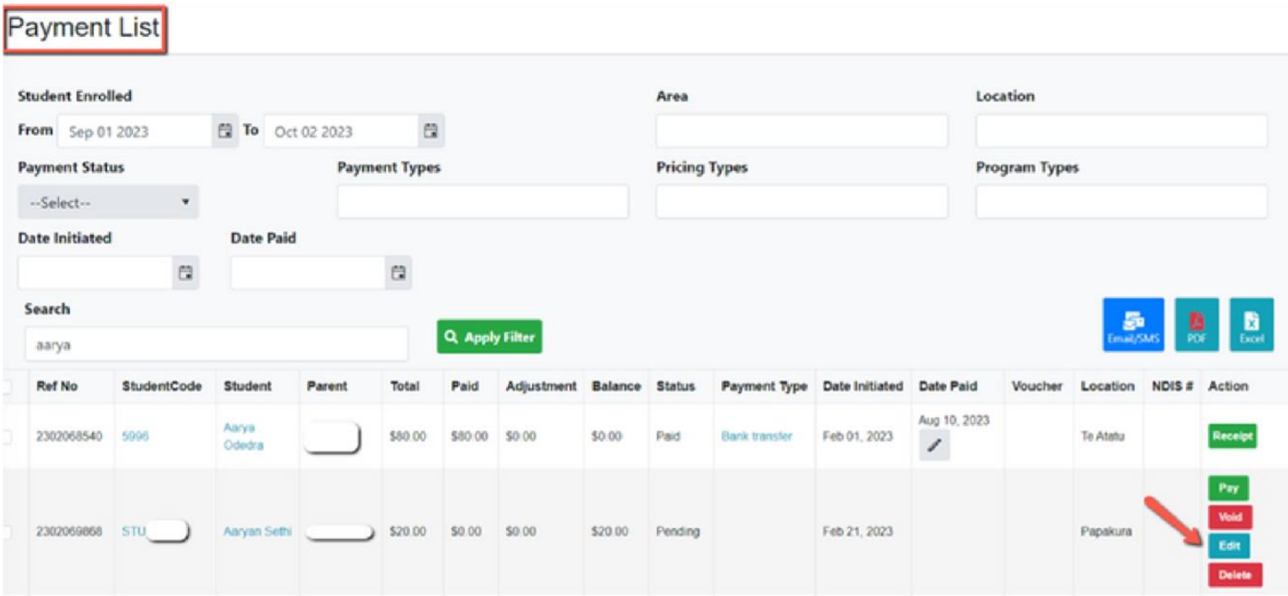
How to edit an existing invoice?

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.



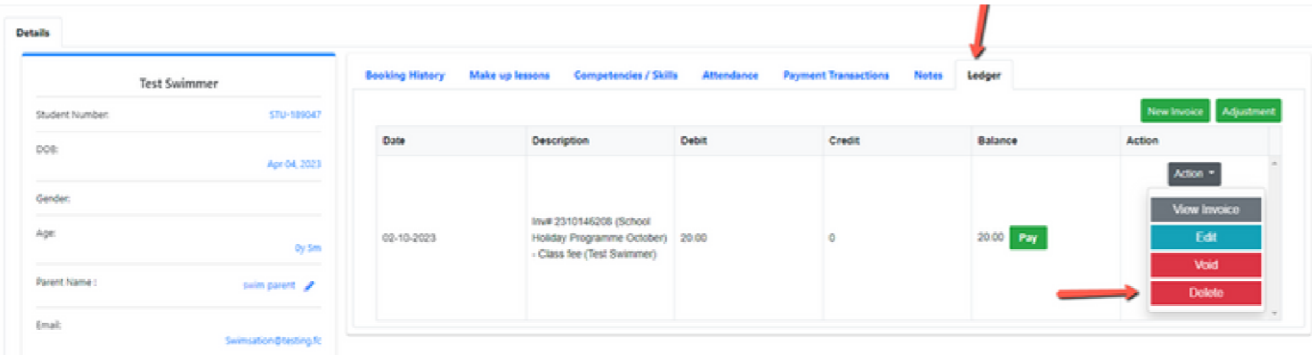


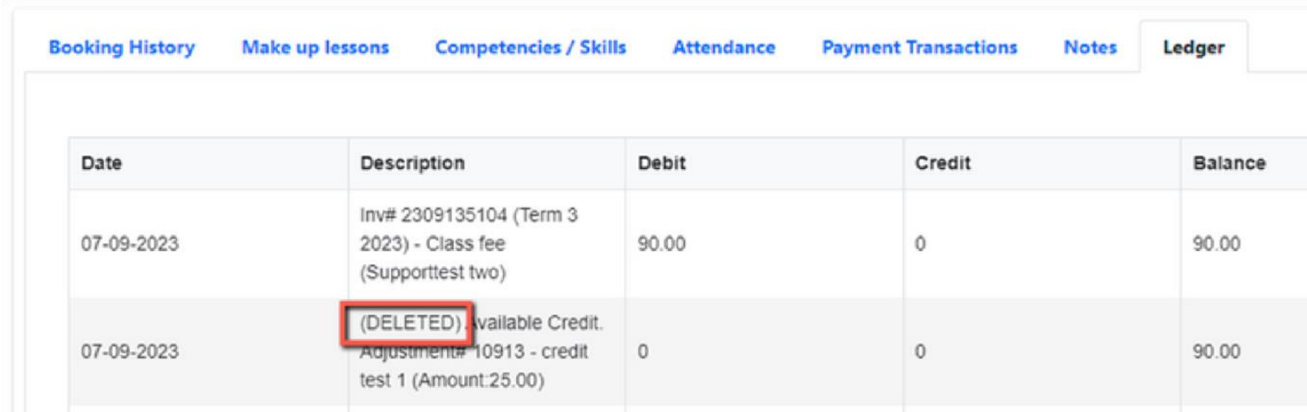
How to delete an existing invoice?

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

NOTE:

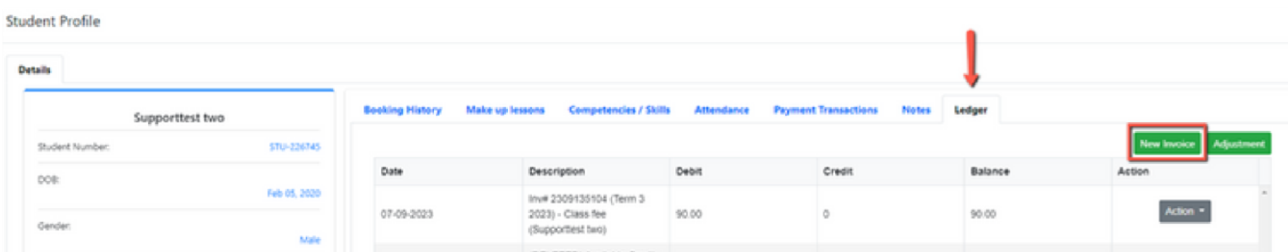
A deleted invoice will show in the customer ledger as a deleted line item.





How can I create a custom invoice?

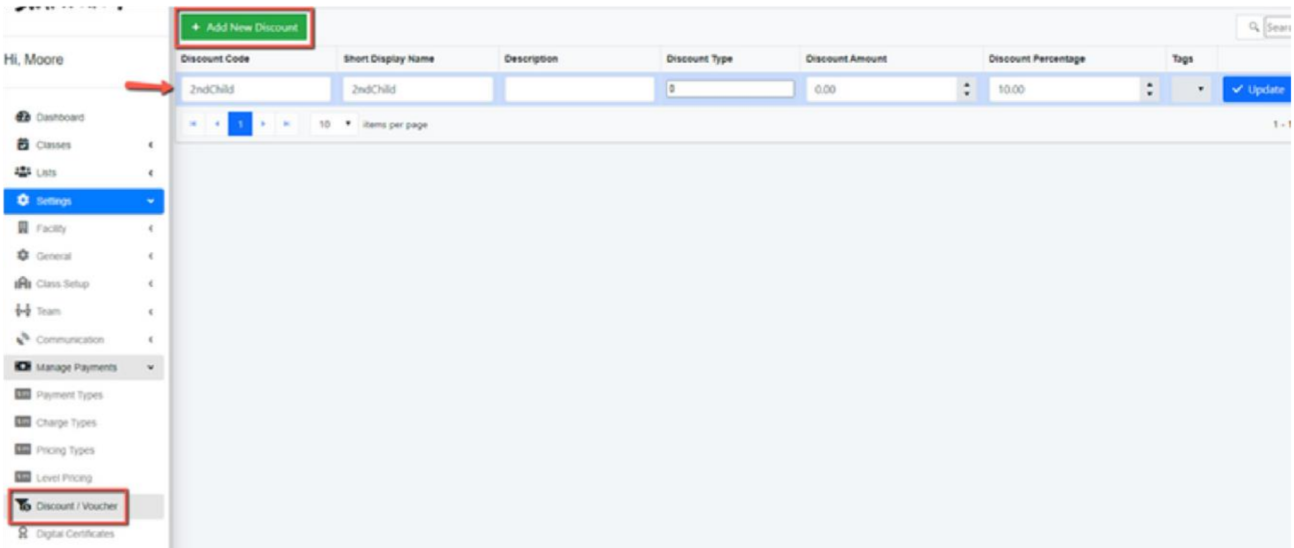
A custom invoice not tied to an enrolment can be created for a student or parent under the ledger section using the new invoice button.



Discounts

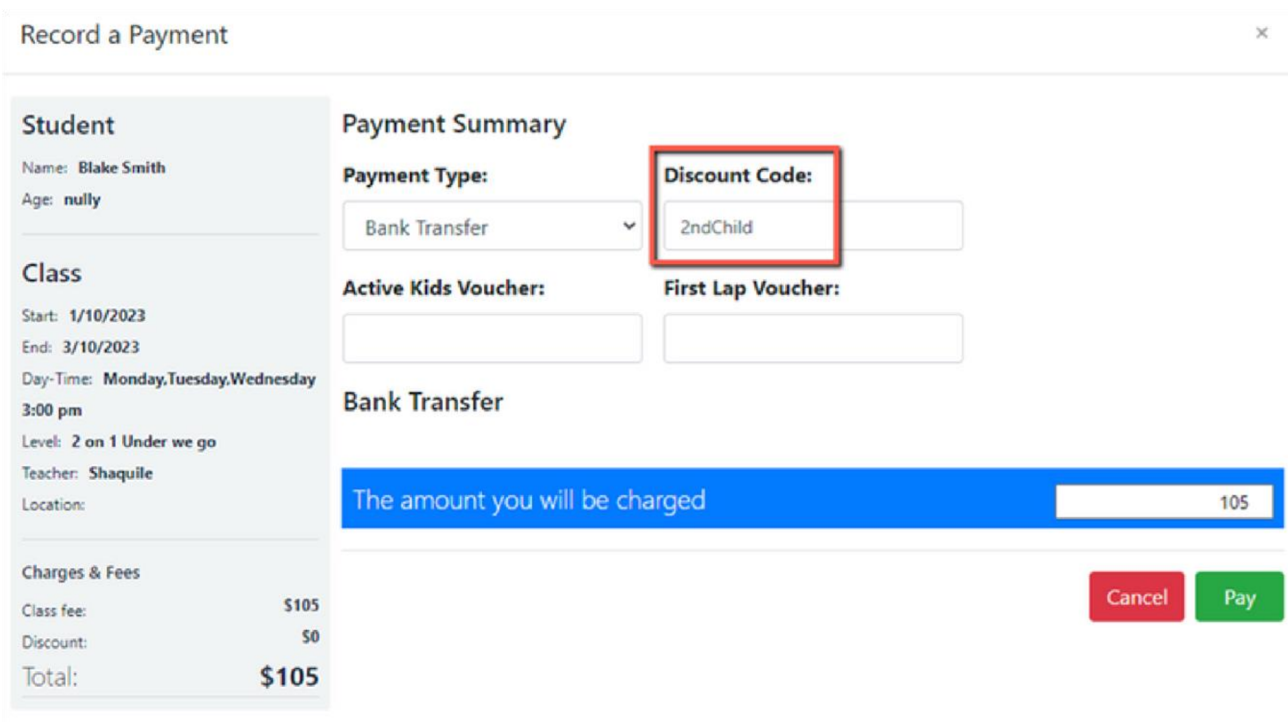
Normal discounts

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.



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:

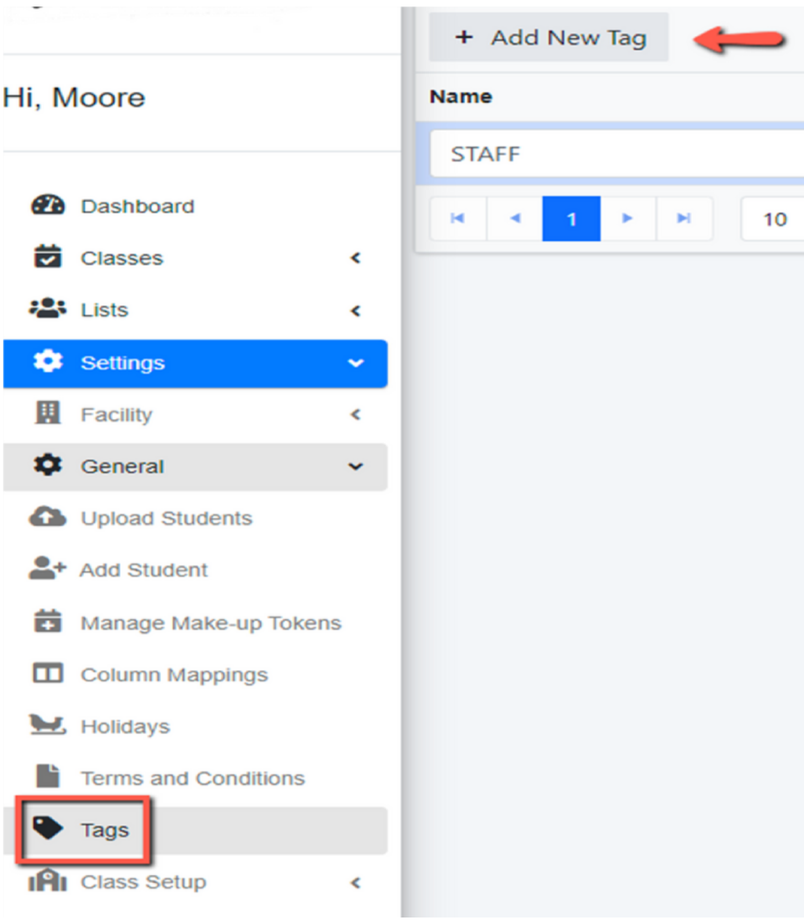
Amount-based discounts are a set amount. (They do not calculate on a per lesson basis).

Tag discounts

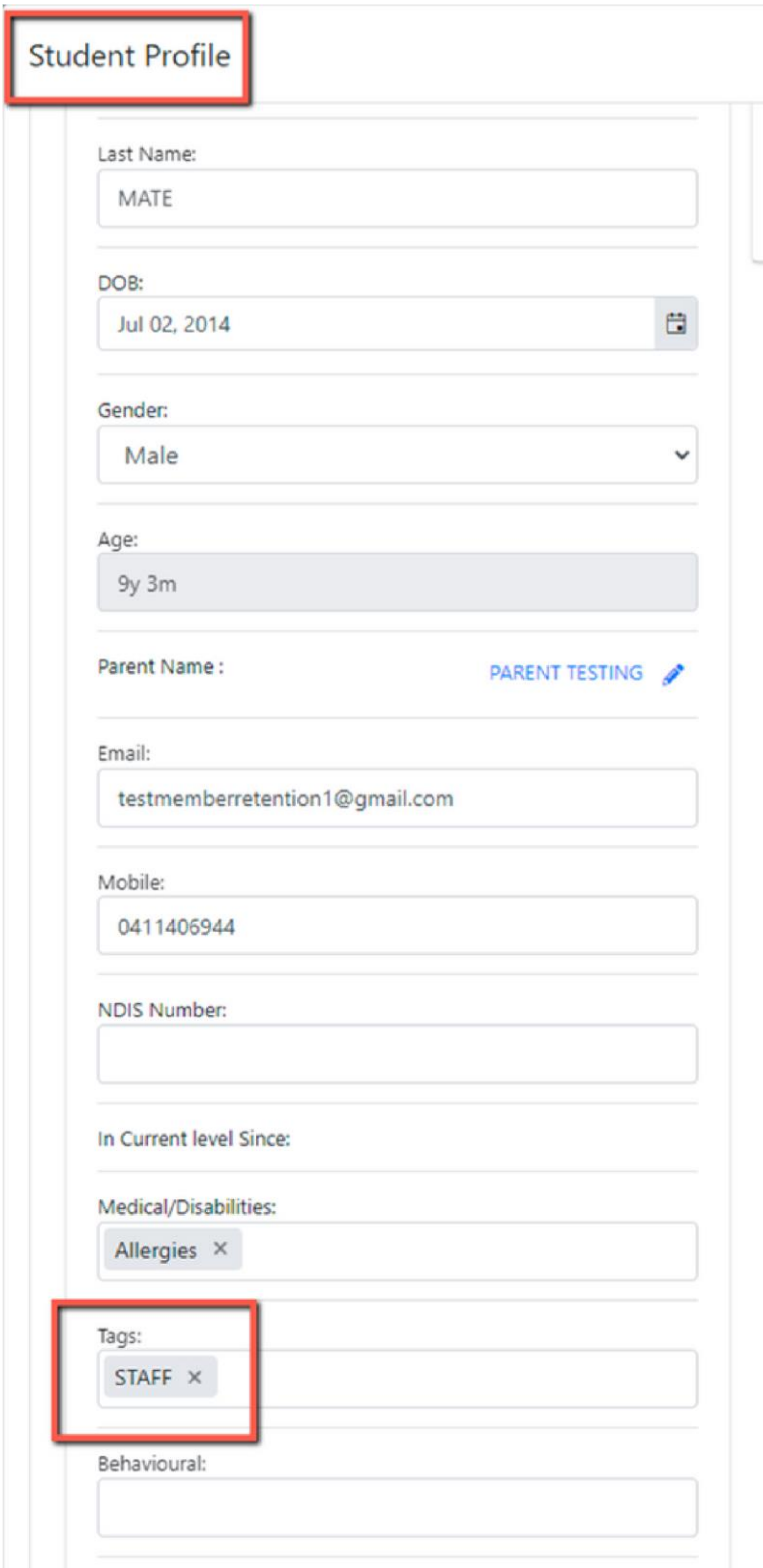
Tag discounts can be used to automate discounts that should always be applied to a specific customer.

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.



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

NOTE:

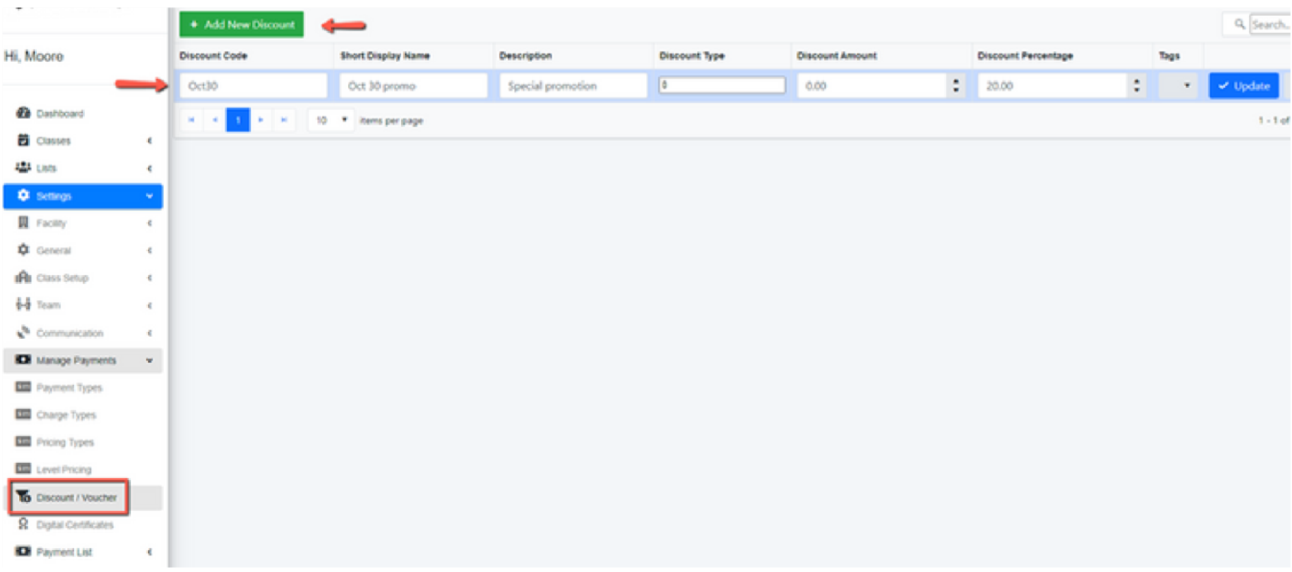
You cannot apply a tag to a parent! Only a student!

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.

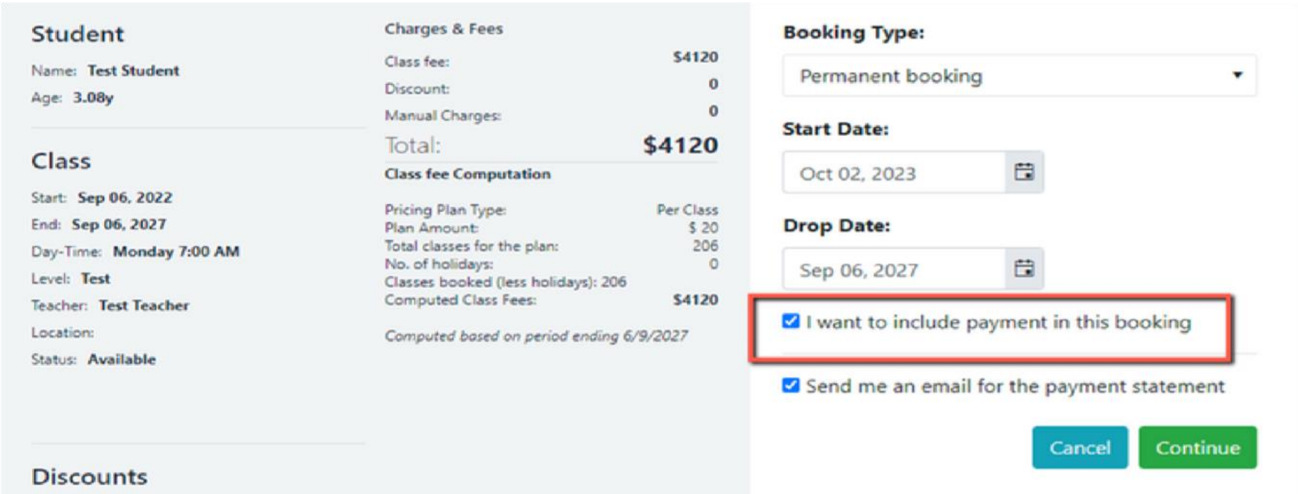
Payments

Recording payments from the admin system/back end.

How to record payment at the point of enrolment?

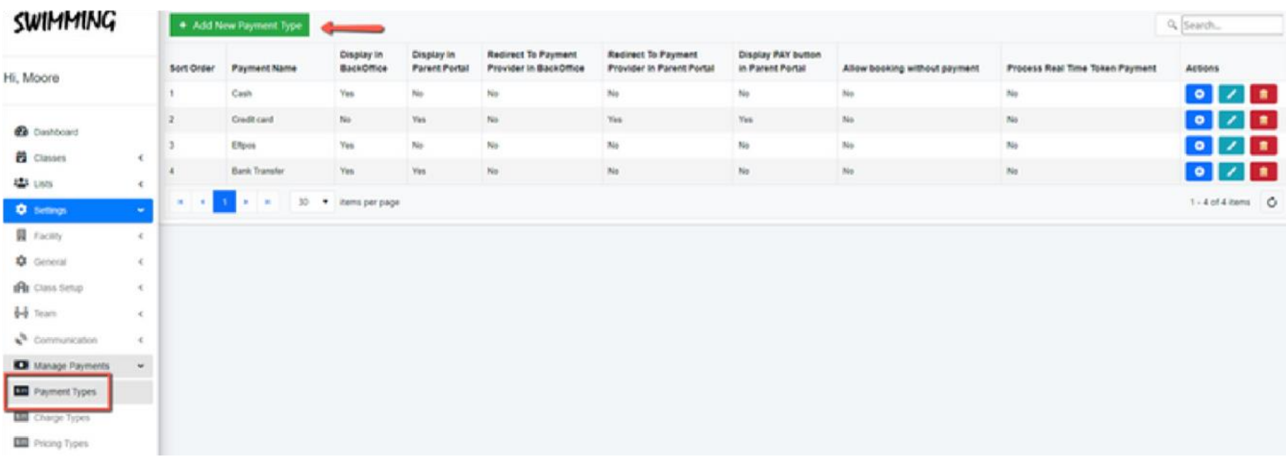
When enrolling a student, a summary of the invoice including the amount and discounts, etc. will be shown on the screen. In this section, there is a tick box that says "include payment".

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



NOTE:

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

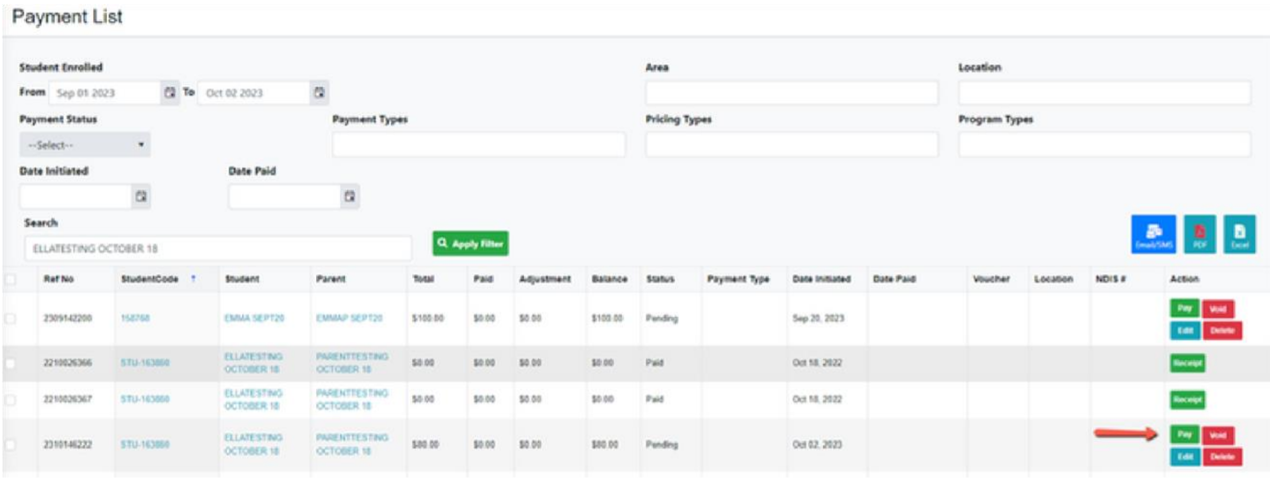


Recording payments from the back end

Payment of invoices can be ticked off via multiple avenues.

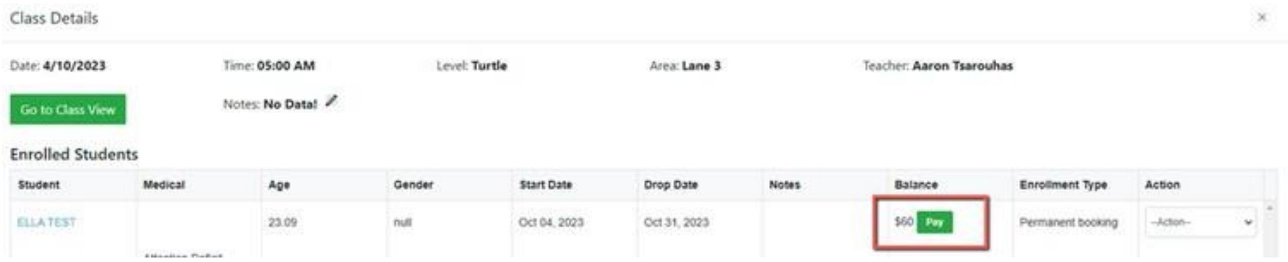
1. Via the payment summary:

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



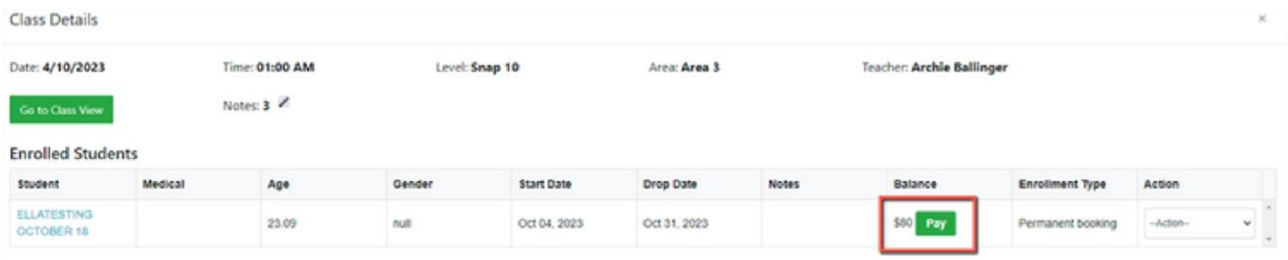
2. Via the ledger:

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



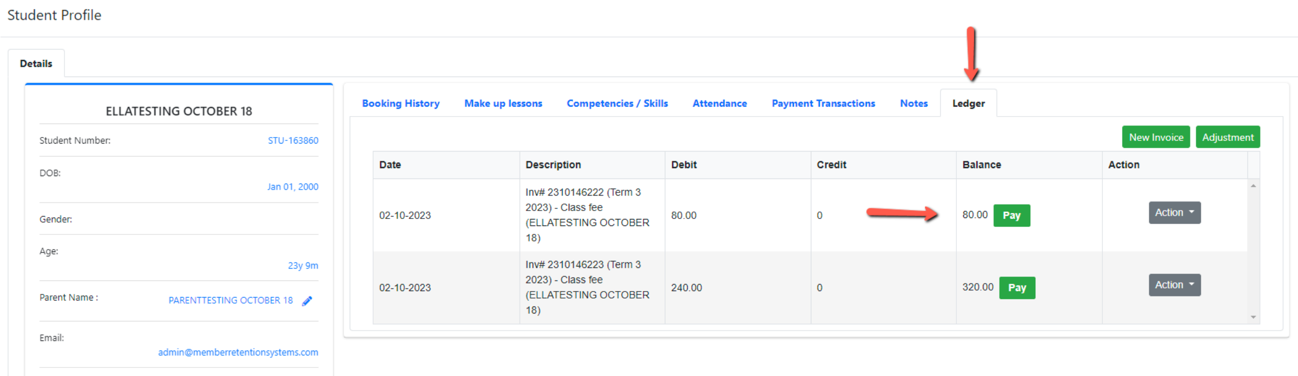
3. Via the class block :

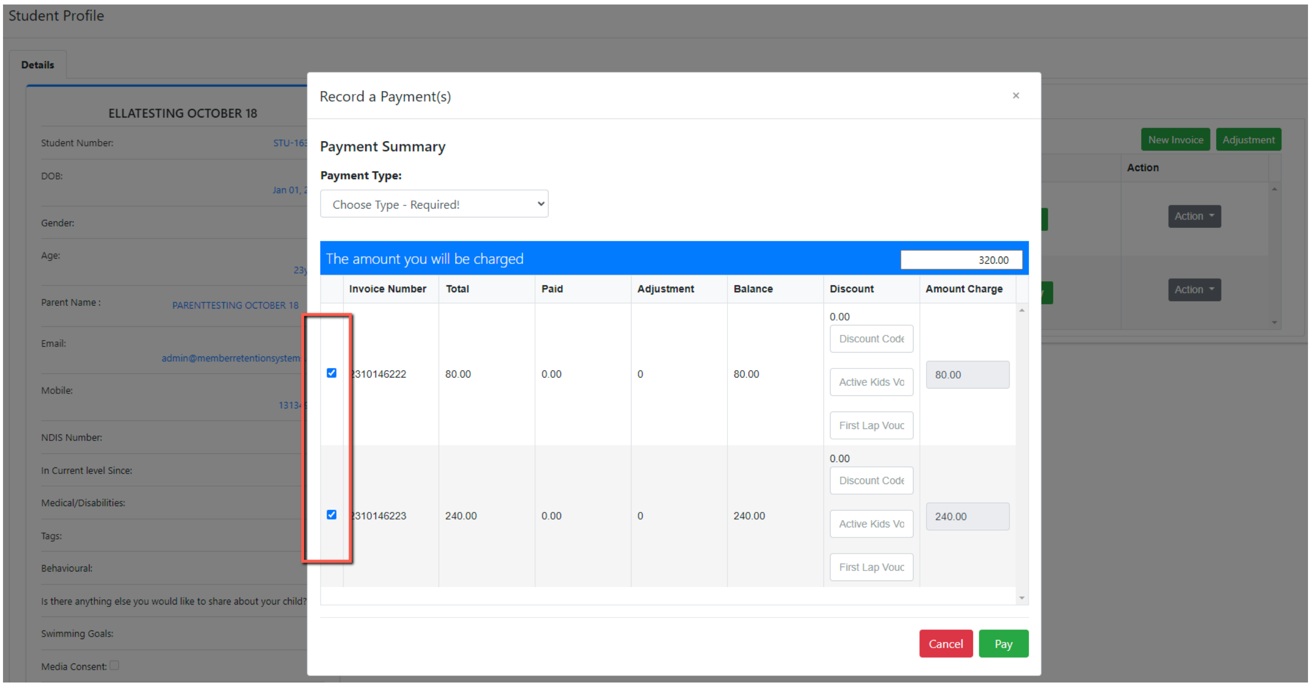
If you click on a class, it will show you outstanding fees and give you the option to record a payment.



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.





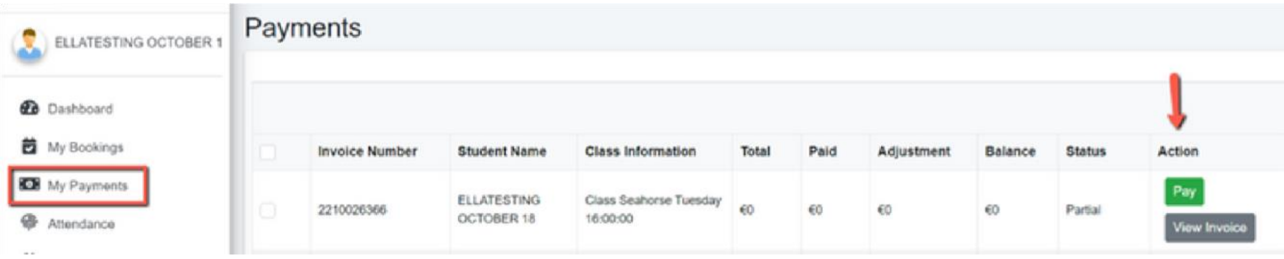
Payment gateways

When a payment gateway such as Ezidebit 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.

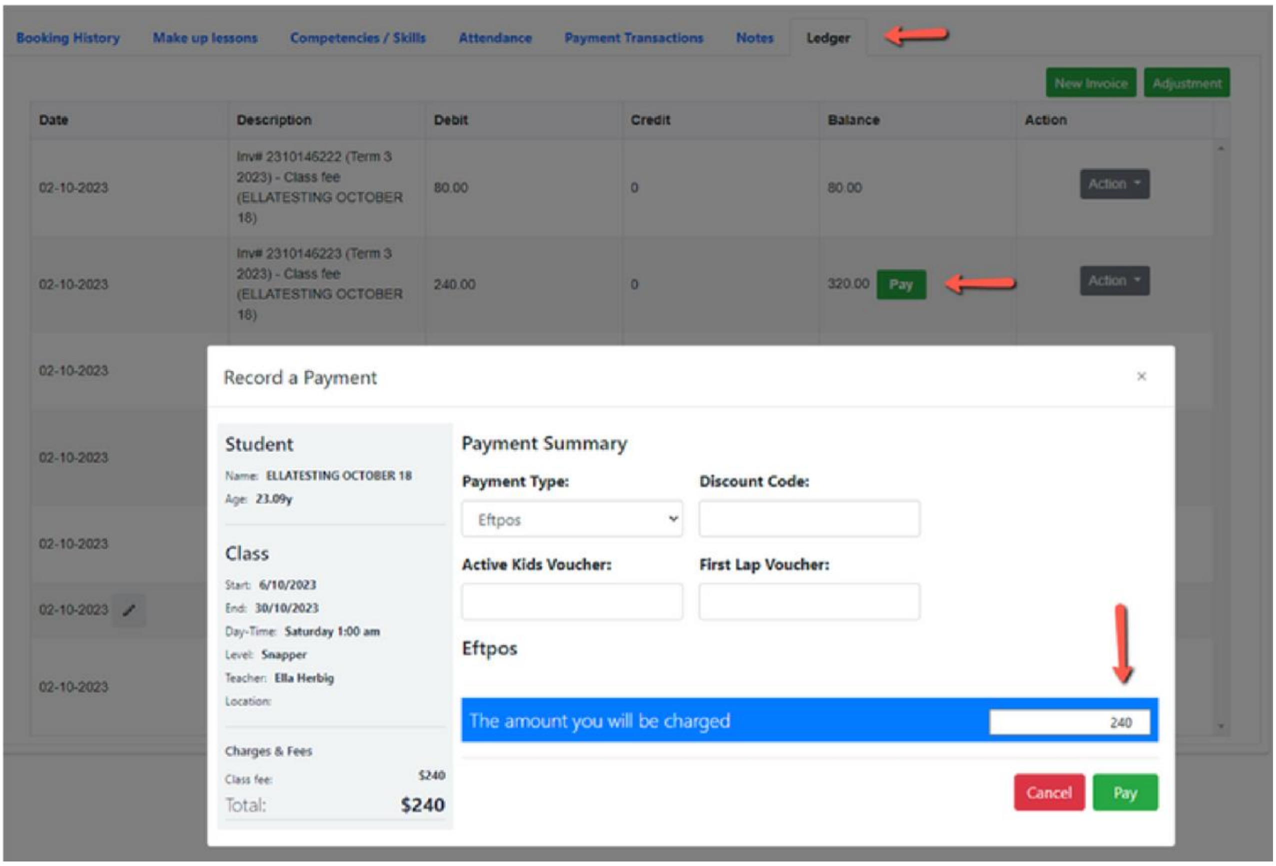


Payments with online booking

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.

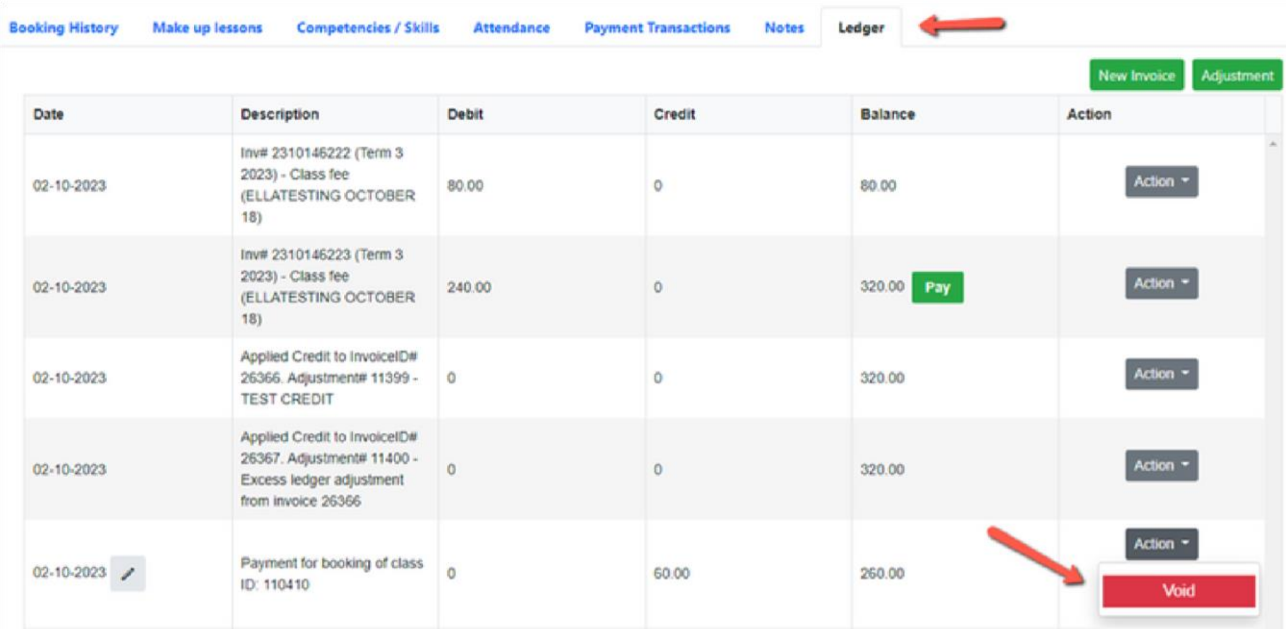
This functionality is only available via the ledger and payment summary sections.



How can I delete/void a payment?

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

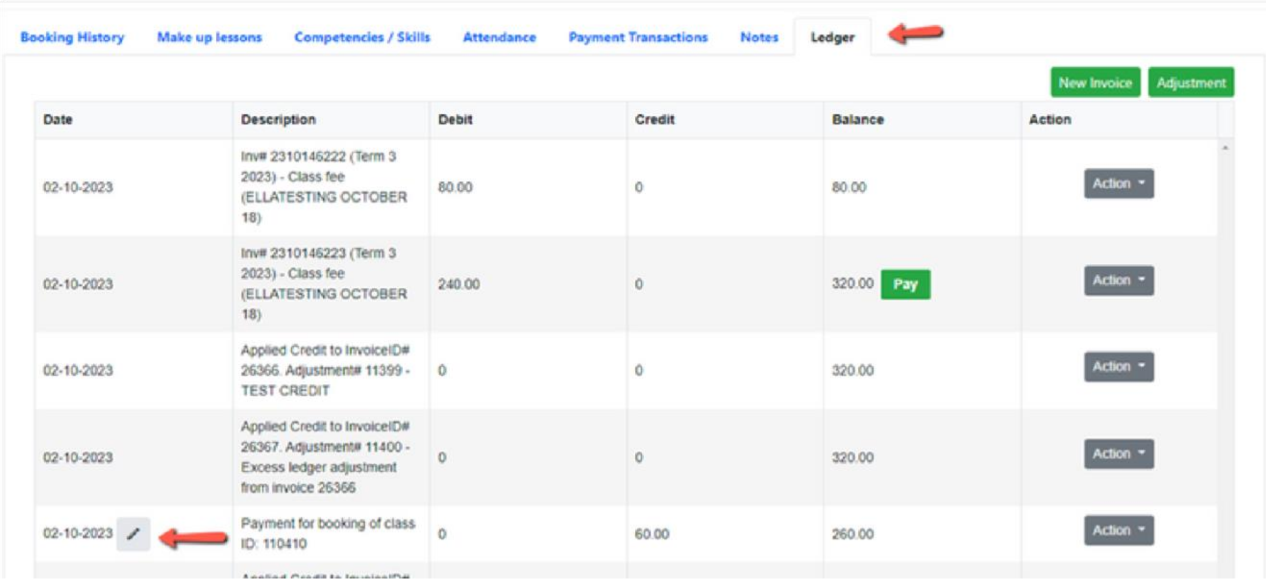
A deleted or voided payment will be displayed as a line item without charge on the ledger for auditing.



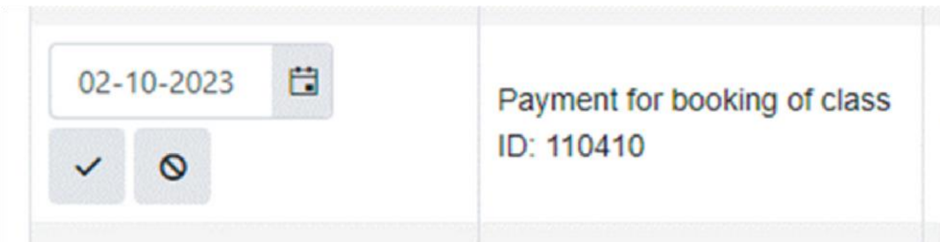
How can I change the date of a payment?

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.



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



Refunds and credits

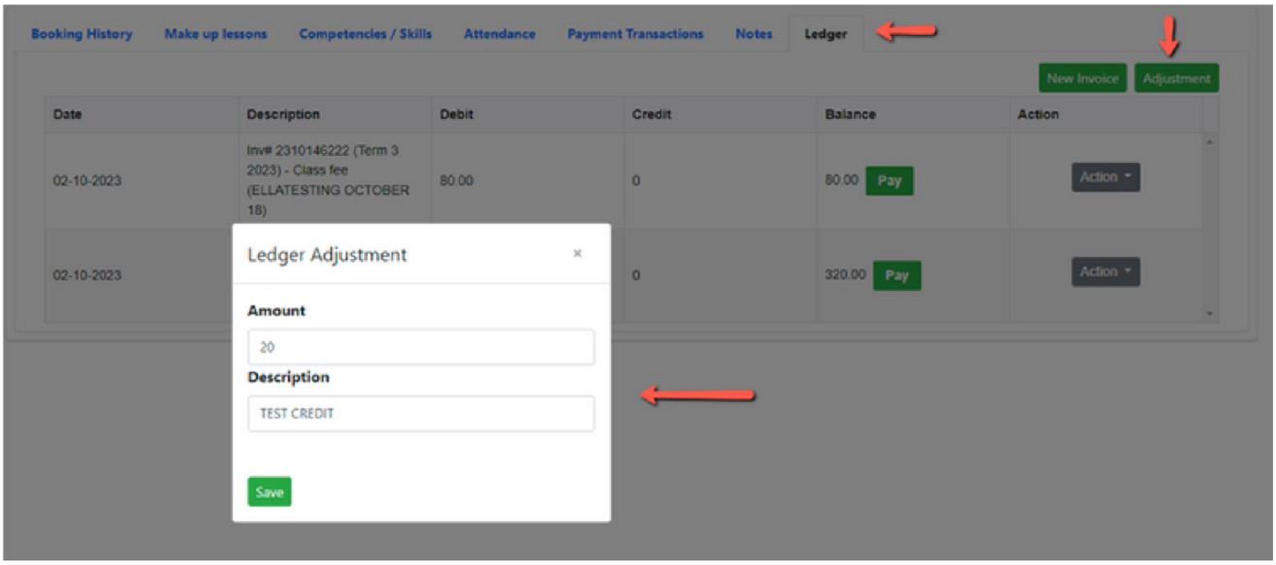
How do I process a refund?

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.

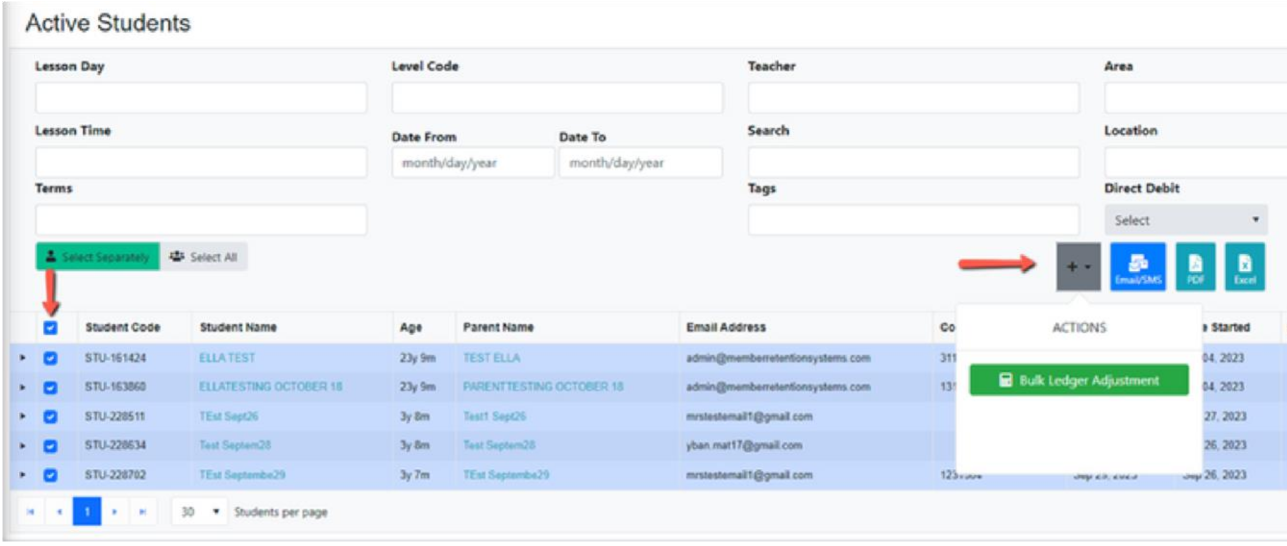
If there is no invoice available, it will show on the ledger as an "available credit" which will be automatically applied to the next invoice.

How can I apply credits for multiple students at once?

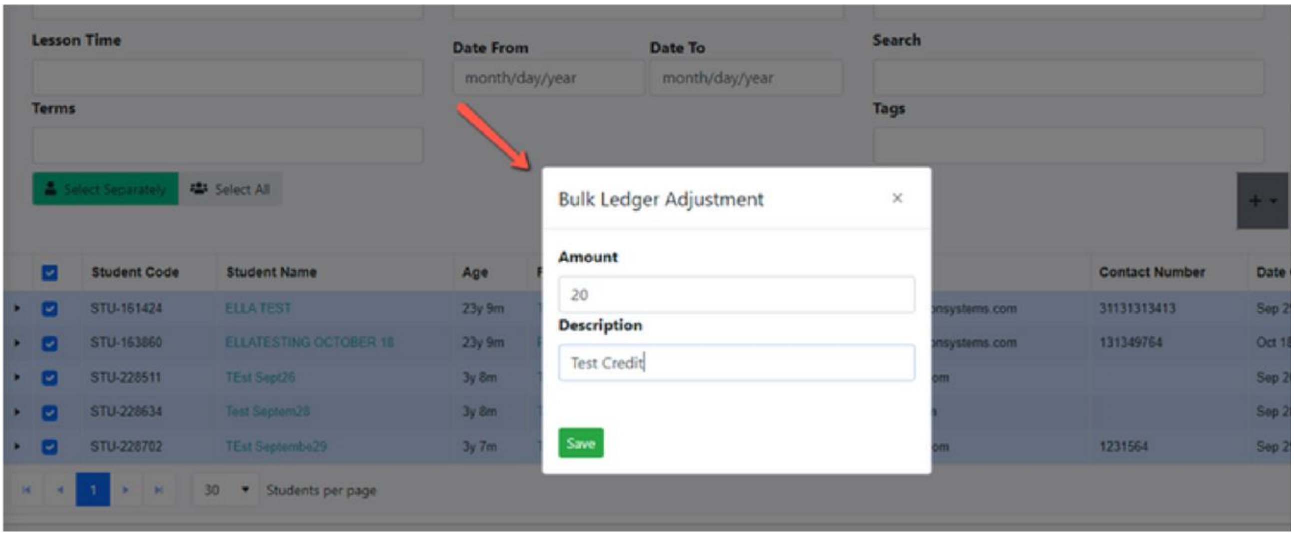
Bulk credits can be applied via the active students list.

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.



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



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.