

PAYMENT PORTAL GUIDE 2022

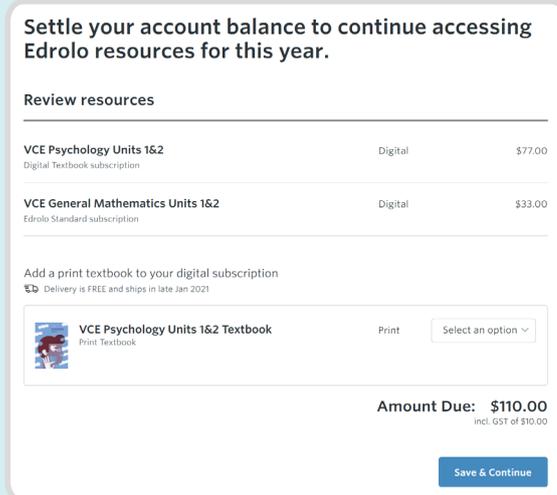
The Edrolo Payment Portal assists schools with the collection of student payments for Edrolo. It is a powerful tool that can help schools achieve high payment collection rates, as access to Edrolo's resources will be blocked where payment has not been completed. Weekly reports will be provided to school leaders to keep you informed of your payment collection progress.

Using the Payment Portal for Edrolo textbook courses:

- Enables print textbooks to be delivered directly to students, and
- Allows students to choose between Edrolo's digital-only textbook or digital textbook plus printed hardcopy. This option to 'add on' a printed copy of our textbook is only available by using the Payment Portal.

This document covers:

- How the Payment Portal works
- Textbook delivery
- Requirements for using the Payment Portal
- Information needed for setup
- Timeline
- Example scenarios



Settle your account balance to continue accessing Edrolo resources for this year.

Review resources

VCE Psychology Units 1&2 Digital Textbook subscription	Digital	\$77.00
VCE General Mathematics Units 1&2 Edrolo Standard subscription	Digital	\$33.00

Add a print textbook to your digital subscription
📦 Delivery is FREE and ships in late Jan 2022

 VCE Psychology Units 1&2 Textbook Print Textbook	Print	Select an option ▾
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Amount Due: \$110.00
incl. GST of \$10.00

[Save & Continue](#)

HOW THE EDROLO PAYMENT PORTAL WORKS

The Payment Portal is an online payment collection system, whereby students pay for their Edrolo resources directly through their Edrolo accounts. Schools may choose to charge for all or part of their Edrolo subscription through the Payment Portal.

Each student's balance is calculated based on the enrolment information provided by the school. Students are able to pay for their Edrolo resources via the Payment Portal from the time classes are set up (typically in November) until 14th March 2022.

Students will initially have unrestricted access to their Edrolo courses until 10th December 2021. At this point any unpaid courses will be locked and students will be unable to access course content. As soon as payment is made, students will immediately regain access to their courses.

The Payment Portal will close on 14th March 2022. At this point the school will be invoiced for the balance of unpaid courses and these courses will either be permanently locked or re-opened as per the school's preference.

- In situations where a payment has been made and a student is added to a subject or changes between subjects, any outstanding amount owing will show on the Payment Portal.
- Should a student withdraw from a subject after a payment has been made but before 14th March, Edrolo will refund the payment for this enrolment to the student's original payment method. This refund process will occur weekly with all students in credit being refunded prior to the Payment Portal closure.

Important: the school remains responsible for the total value of all enrolments in subscribed Edrolo subjects, minus the total collected through the Edrolo Payment Portal. Full details will be outlined in your school's 2022 Edrolo Subscription Agreement.

To reiterate, your school is responsible for any shortfall in collection, which will be calculated and a final invoice issued in March 2022, upon closure of the Edrolo Payment Portal.

DIRECT TO STUDENT TEXTBOOK DELIVERY

If your school would like to have print textbooks delivered directly to students rather than to the school for distribution, then your school must use the Payment Portal to collect payments directly from students. Edrolo collects the student's delivery address as part of the payment process and will deliver print textbooks in late January 2022.

REQUIREMENTS FOR USING THE PAYMENT PORTAL

To use the Payment Portal, schools must meet the following requirements:

- Provide reliable enrolment data in a consistent format
 - » Student IDs must be provided with your enrolment data as these act as a unique identifier in Edrolo's system
- Use the Payment Portal as the sole collection method for Edrolo subjects where students are explicitly charged
- Provide Edrolo with configuration data for the Payment Portal at least two weeks in advance of your Edrolo roll-out date (typically November)

Please carefully review the details below to determine whether your school can meet all of the requirements. This will ensure your use of the Payment Portal is set up for success.

Provide reliable enrolment data in a consistent format

Ensuring Edrolo's system matches your school's enrolments is of paramount importance to ensure students are charged the correct balance and that they have access to our digital and print resources as soon as possible.

Edrolo has a direct integration with the timetabling system Edval and custom exports built into a number of other popular timetabling systems, which contain all the necessary information to keep enrolments up-to-date. Student IDs must be present in your enrolment data as they act as a unique identifier and ensure duplicate accounts are not created in Edrolo's system.

Your school must sync or send full timetable exports to help@edrolo.com.au whenever there are enrolment changes. On average, we expect this to occur at least every 2-3 weeks.

Payment Portal as the sole collection method

The Payment Portal must be the sole method used to collect fees for Edrolo subjects where students are being explicitly charged. The Payment Portal works by blocking access where a student has an outstanding balance, therefore payments must be made through the Portal in order for access to be granted.

The default arrangement is for all Edrolo subjects to be on the Payment Portal, but schools can still choose to use the following arrangements with the Payment Portal:

- Cover the entire cost of some Edrolo subjects through internal budgets, then put the remaining Edrolo subjects on the Payment Portal
- Cover part of the cost of an Edrolo subject through internal budgets then charge students the balance, or any other amount, on the Payment Portal
 - » Example: For a \$77.00 digital textbook subject, the school covers \$27.50 and charges students the remaining \$49.50 for the compulsory digital textbook + \$29 for the optional print textbook
- Embed all or part of the cost of Edrolo subjects into general school fees or subject levies, and charge for the balance on the Payment Portal

Schools are unable to:

- Split payment methods by booklisting or directly collecting fees for some Edrolo subjects, while using the Payment Portal for other Edrolo subjects

Please reach out to your Edrolo Learning Innovation Associate if you have any questions about this requirement in relation to other payment arrangements used by your school.

Provide Edrolo with configuration data for the Payment Portal from October 2021

The Payment Portal must be configured and set up for your school before we start providing access to students and teachers. This means you must provide the information as outlined below at least two weeks in advance of your Edrolo roll-out date.

INFORMATION NEEDED TO SET UP THE PAYMENT PORTAL

The Edrolo School Support Team will be in touch to request the following configuration information in October 2021:

1. An Edval sync or full export of your 2022 enrolment data
 - a. Where possible, any exports must be in the Edrolo file format embedded in the timetable system
2. Confirmation of which Edrolo subjects are on the Payment Portal (if not all)
3. The price (inclusive of GST) that your students are charged per Edrolo subject
4. Confirmation that the Payment Portal is the sole collection method for student fees for Edrolo subjects and that your school (or booklist) isn't also collecting from students for these subjects elsewhere

If the above information is not provided at least two weeks in advance of your Edrolo roll-out date, Edrolo will not be able to set up the Payment Portal and will invoice the school as per the standard invoicing process upon your initial upload.

TIMELINE

October - November 2021

- The Edrolo School Support Team will contact your school to request configuration information (above)
- School provides all required information
- Edrolo School Support Team sets up the 2022 cohort and activates the Payment Portal

November 2021

- Edrolo will provide a parent letter for the school to send to parents to explain the Payment Portal and inform them of key dates
- School sets expectation with teachers to reinforce that Edrolo is an essential, compulsory resource that must be used and paid for by students

10 December 2021 - *student payment due date**

- On 10 December all students who have unpaid subjects will be locked out of this content pending payment
 - » * This date is variable where there is a specific need - please discuss with your Edrolo representative if you think this date is unsuitable for your school

Late January 2022

- Textbooks purchased via the Payment Portal will be delivered to students
- School continues to sync timetable or provide full timetable exports whenever enrolment changes occur

February - March 2022

- Edrolo will provide weekly reports on payment progress throughout this period
- School continues to follow up with unpaid students and parents to encourage payment before the Payment Portal closes
- Students in credit will continue to be refunded by Edrolo each week
- The school will advise Edrolo by 14 February 2022 if they want to permanently lock the unpaid content in student accounts when the portal closes. If the school does not nominate a preference, all content will be permanently unlocked

14 March 2022

- The Payment Portal will be closed on this date
- Students will regain access to any unpaid content unless the school has chosen to permanently lock them out of their unpaid content
- Edrolo calculates the total school subscription value, deducts the amount collected through the Payment Portal, and issues the final invoice for 2022

PAYMENT PORTAL SCENARIOS

Below are a few examples of common scenarios for students using the Payment Portal.

Scenario Example 1

Marshall is enrolled in Biology and Chemistry. Both of these subjects are priced at \$33. Marshall has an Edrolo balance of \$66 that they will be prompted to pay upon accessing their Edrolo account. The due date is in two weeks. Marshall will be able to access all Edrolo content without paying until the due date. After this, they will be locked out of Edrolo content until the balance of \$66 is settled.

Scenario Example 2

The due date for Edrolo payments has passed. Chase previously paid \$33 for access to Legal Studies. They have now enrolled in Physics, which is also priced at \$33. Chase will be prompted to pay \$33. Since the due date has passed, Chase will be locked out of Physics until payment is made, but will retain access to Legal Studies as this has previously been paid.

Scenario Example 3

Chloe has decided to switch subjects from Mathematics, priced at \$33, to History, also priced at \$33. They have previously paid \$33 for Mathematics. Upon changing subjects they will not be prompted to pay as their account remains in balance, and will continue to be able to access the content.

Scenario Example 4

Charlie is enrolled in Biology and Chemistry classes with a digital textbook and optional print textbook. Both subjects are priced at \$77 with the optional print textbooks an extra \$29 each. Charlie is prompted to pay \$154 for the two classes and chooses to purchase the print Biology textbook, bringing their total to \$183. They enter their shipping address and the textbook is shipped in late January.

In late February Charlie decides they want to purchase a print Chemistry textbook too. As the Payment Portal is still running, they go into their account and purchase it for \$29. It is delivered to their address a couple of days later.

Scenario Example 5

Georgia previously paid \$77 for the digital Business Management textbook. Georgia withdraws from this subject and does not pick up another Edrolo subject. As part of Edrolo's weekly refund process, a full refund for Business Management is issued to Georgia's original payment method.