



Edrolo Payment Portal 2021

The Edrolo payment portal assists schools with the collection of student payments for Edrolo. Using the payment portal also enables Edrolo's textbooks to be delivered directly to students.

The payment portal is a powerful tool to assist schools in collecting payments, as access to Edrolo's resources will be blocked where payment has not been completed. Regular reports will be provided to school leaders showing students with an outstanding balance, to further support collection rates.

In 2021, Edrolo is rolling out new functionality that allows students in an Edrolo textbook subject 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 via the payment portal.

This guide is designed to help you assess whether the Edrolo payment portal is the right tool to help your school collect payments from students, and to help you assess your eligibility to use the payment portal. If your school chooses to use the payment portal for 2021 then a step-by-step visual guide showing how to make payments will be provided in October.

HOW THE PAYMENT PORTAL WORKS

Edrolo's payment portal is an online payment collection system, whereby students pay for their Edrolo resources directly through their accounts on the Edrolo website.

The Edrolo payment portal operates by calculating a student's balance, based on the standard and/or textbook subjects they are enrolled in, and charging for this total.

Students will have free initial access to their subjects upon creation of 2021 accounts, with the ability to pay for these from the point of set up (typically November) until the payment due date (18 December 2020 - this date is variable where there is a specific need). At this point, any unpaid subjects will be locked until payment is made. Where a student's subject remains in debt and the payment due date has passed, they will not have access to this Edrolo content.

In situations where a payment has been made and a student is added to additional subjects or changes between subjects, the balance is derived from the sum of a student's enrolments, minus total payments previously made by the student via the payment portal.

Students with unpaid subjects will remain locked out of these until 15 March 2021 when the payment portal is closed. At this point, the school is invoiced for the balance of unpaid accounts, and these accounts will either be permanently locked or re-opened as per the school's preference.

Important: the school remains responsible for the payment of the total value of all enrolments in subscribed Edrolo subjects, minus the total collected through the Edrolo payment portal, as per the school's pricing and invoicing package and 2021 Subscription Agreement. To reiterate, your school is responsible for any shortfall in collection, which will be calculated and a final invoice issued in March 2021, upon closure of the Edrolo payment portal.

Helping the school achieve great collection rates

Use of the payment portal has been shown to help schools achieve collection rates nearing or achieving 100%. Highest collection rates have been shown in schools where the rollout of the payment portal has been supported by the school leadership and teaching staff, with assistance from your Edrolo representative.

Edrolo will help your school to achieve increased collection rates by providing regular reports and tips on how to make collections via the payment portal successful. Ultimately, the collection rate achieved is a result of the expectations set within the school.

DIRECT TO STUDENT TEXTBOOK DELIVERY

If your school chooses to subscribe to Edrolo's textbook resources and opts to have these 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.

Where this option is selected, Edrolo collects the student's delivery address as part of the payment process and will deliver the textbook in late January 2021.

ELIGIBILITY REQUIREMENTS

To use the payment portal, schools must meet the following eligibility requirements:

- Use of an eligible timetabling system to either directly integrate with Edrolo or provide Edrolo-approved export formats
- Frequently sync enrolment data with Edrolo (either via integration or export)
- 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 October/November)

These eligibility requirements are explained in more detail below. Please review this list carefully to determine whether your school can meet **all** of the eligibility criteria. This will ensure your use of the payment portal is set up for success.

Use of eligible timetabling system

To use the payment portal, your school must be using one of the following timetabling systems and using the corresponding direct integration or Edrolo-approved export format.

Eligible timetabling systems	Technical requirements
Edval	<ol style="list-style-type: none">1. Need to be syncing with Edrolo via LISS, and2. 'Sync every time you save' setting turned on <p><i>Note: the 'Edrolo flat files' export is not compatible with the payment portal.</i></p>
Timetabling Solutions (Timetabler)	<ol style="list-style-type: none">1. Using at least version 9 of Timetabling Solutions, and2. Providing full exports in the Edrolo file format (this is embedded in Timetabler)
TimeChart	<ol style="list-style-type: none">1. Send full exports via process outlined at www.edrolo.com.au/timetable

If your school is using a different timetabling system to the above, or if you are unable to meet the technical requirements, Edrolo can consider your eligibility on a case-by-case basis. Please ask your Edrolo Learning Innovation Associate or Director of School Programs to assess whether you may still be eligible.

Frequency of syncing or providing full timetable exports

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

Your school must sync or send **full** timetable exports in the approved format 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. For example, it's fine to cover the cost of Edrolo for some subjects via subject fees, provided that Edrolo is not explicitly mentioned in the fee schedule. More examples are below.

The payment portal works by blocking access where the 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 via 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 + \$29 for the optional physical 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 or Director of School Programs 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 2020

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. This information will be requested from October 2020.

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 2020.

- A LISS sync or full export of 2021 data from your eligible timetabling system
 - Any exports must be in the Edrolo file format embedded in the timetable system
 - They must be full exports; they cannot be filtered down to subjects offered through Edrolo
- Confirmation of which Edrolo subjects are on the payment portal (if not all)
- The price (inclusive of GST) that your students are charged per Edrolo subject
- 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
- Your school's decision regarding remaining unpaid student accounts at the end of the payment portal in March 2020. Schools can choose to either:
 - lock out any unpaid students for the rest of 2021 (this is irreversible), or
 - unlock and provide free access for the rest of the year

Important: regardless of the lock/unlock decision, schools will still be charged for all enrolments as per the invoicing and pricing package detailed in your school's 2021 Subscription Agreement.

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

NOW

- Your school confirms that you can meet all the eligibility criteria and confirms you wish to use the Edrolo payment portal to collect payments with your Edrolo representative

OCTOBER - NOVEMBER 2020

- The Edrolo School Support Team contacts your school to request configuration information (above) and begin the process of setting up your payment portal and 2021 cohort
- School provides all required information
- Edrolo School Support Team sets up the 2021 cohort and activates the payment portal

NOVEMBER 2020

- School sends letter home to parents reminding them that on the upcoming student payment due date students will be locked out of Edrolo content unless they have settled their Edrolo balance
- School sets expectation with teachers to reinforce that Edrolo is a required resource that must be paid for by students

18 DECEMBER 2020 - STUDENT PAYMENT DUE DATE*

- On 18 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 2021

- Textbooks purchased via payment portal will be shipped to students
- School continues to sync timetable or provide full timetable exports whenever enrolment changes occur

FEBRUARY - MARCH 2021

- School continues to follow up with unpaid students and push for payment before portal closes
- Edrolo will provide regular reports on payment progress throughout this period

15 MARCH 2021

- The payment portal is closed and unpaid students are locked or unlocked for the rest of the year as per school's previous decision
- Edrolo calculates the total school subscription value, deducting the amount collected via the payment portal, and sends the school the final invoice for 2021

NEXT STEPS

If your school meets the eligibility requirements and is interested in using the Edrolo payment portal in 2021, please reach out to your Edrolo Learning Innovation Associate or Director of School Programs.

PAYMENT PORTAL SCENARIOS

Below are a few examples of common scenarios for students in using the payment portal.

If you would like to discuss these in more detail, please contact your Edrolo Learning Innovation Associate or Director of School Programs.

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

Zuma has decided to switch subjects from Mathematics (priced at \$33) to History (also priced at \$33). They have previously paid for \$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 physical textbook. Both subjects are priced at \$77 with the optional physical textbooks an extra \$29 each.

Charlie is prompted to pay \$154 for the two classes and chooses to purchase the physical 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 the 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.