



Billing Management - FAQs

Are debtors automatically created?

Debtors are *not* automatically created. Each time a new family enrolls in the school you will need to add them as a debtor. To do this, navigate to the Organisation Menu > People Management > Debtors tab. Here, you can add debtors individually via the 'Add Debtor' button. Alternatively, you can bulk add debtors via the 'Actions' button and 'Bulk Create'. This will be useful in the case of newly enrolled families.

What if I only want parent A to be the sole debtor?

Navigate to People Management > Debtors tab. Here search for relevant debtors and edit via the pencil icon. Under the 'Financially Responsible Adults' you can remove parent b as necessary.

What if a new student joins the school?

When a student joins the school part way through the year there will be a few things to consider in order for them to pay for fees.

- 1) Create a debtor account for the person/people responsible for paying their fees.
- 2) Add the student to the relevant Billing Schedule(s) via the 'Enrolments' tab.
- 3) Once the student has been added to the schedule(s) you will need to re-post the schedule(s). This will only be posted for newly added enrolled students to the billing schedule.

When adding Enrolments to my Billing Schedule do I add the current Year 9's to the Year 10 Contribution schedule?

Where you intend to post next year's fee in the current year eg. posting 2022 Contributions in Term 4 2021, you will need to add your Year 9 students to the Year 10 Contribution schedule. If you are posting fees for 2022 within 2022 (or your rollover process has been completed) you will add your current year 10's.

Do subject fees automatically update with an Edval sync

Subject fees *do not* automatically update with an Edval sync. Each time there is a change made to a subject fee you will need to make the modifications either manually in Billing or you will need to reimport and update csv.

How do I cancel / close outstanding items?

Within Billing navigate to the dashboard tab and select 'Advanced Filter'. Here, filter for 'Unpaid Fees'. This will give you a list of all unpaid invoices. Select all and apply a credit note filling out the relevant information.

How does a credit note work?

A credit note effectively cancels a fee / invoice.

What are fees in advance payment?

Fees in advance payment is where a debtor has some credit/unallocated fees sitting against their account, which they then use to pay their school fees contribution.

What happens if a family leaves the school and has unused/unallocated credit sitting in their Compass account? How do we return these funds to the family? Once we process them as left in Cases, they lose all access to Compass.

In order to refund anything recorded in Billing there has to be a corresponding payment on your CompassPay portal for the payment.

Whilst you can reflect a refund in Billing by going to the Dashboard > Receipt > Selected > Refund this does not actually move any funds. The payment has to be refunded from within your CompassPay portal.

If these unallocated funds do not have corresponding compasspay payment then you would need to refund them outside of Compass and reflect the refund by above.