

Information regarding TASS

The College has recently transitioned to a new school finance system called TASS (The Alpha School System). As a result of this change, there is some important information for families to read and understand when it comes to making payments to the College.

What is the TASS System?

The new TASS system is a modern school information system which allows families to log into their own secure portal through the TASS App, see their amounts owed and select their preferred method of payment and frequency.

Why has this been introduced?

Security of a family's personal information is paramount, and this new system will provide greater security for families as banking and credit card details will no longer be collected or stored by the College. TASS is compliant to the Payment Card Industry Standard ensuring that families credit card and banking information is kept secure, and banking and credit card data tokenised, so details are not visible to any parties.

The new system also provides families with more transparency, including seeing live balances of amounts owed, flexibility in adjusting payment methods, and convenience though eliminating paperwork that was previously required by the College. The new system also provides benefits to the College as it streamlines the fee collection process, reducing administration required.

What about my existing arrangements?

If you have an existing arrangement such as a direct debit that is processed by the College, these will cease by the **31 December 2024 or earlier** as per individual arrangements. Any existing banking or credit card information held by the College will be destroyed after this date.

If you have arranged a regular BPAY or Direct Credit amount from your own banking provider to the College, we ask that families stop these arrangements before the **31 December 2024**. Please delete any BPAY Biller codes or College bank accounts associated with the College as these are currently being phased out and will soon be closed.

Families are required to set up a new arrangement in line with the instructions below.

When can I login to the TASS 'Orbit' App?

Families can log in to the TASS 'Orbit' App immediately by following the instructions sent to you via email.

Questions?

If you have any questions about any of this information, please contact the Finance Office via phone (03) 5329 6100 or email at accounts@loreto.vic.edu.au.

2025 College payment options



Families have two options when it comes to the payment of fees. It is a requirement of your enrolment to enter into a payment plan agreement if you are not paying fees upfront. Instructions on how to make payments, including instructions on how to log in to the TASS Orbit App will be sent separately to fee payers.

| | Option 1 – Pay in full |
|---|---|
| Due Date | 31 January 2025 A discount of 3.25% on total fees is provided for families that elect to pay in full. Payment in full is required by 31 January 2025. This date aligns with payment in full being received before the commencement of Term 1 of the school year. |
| Frequency and instalments | One payment with total fees paid before 31 January 2025. |
| Commencement dates | Not applicable. |
| Payment amount | Total fees payable will be visible when you login to the TASS Orbit App. |
| How to make payments | Direct payment(s) via the TASS Orbit App. |
| Payment processing fees | Debit card payments do not incur a surcharge. Credit card payments incur a surcharge, the surcharge percentage will be shown at the time of transaction. |
| Additional extra-curricular fees (rowing, music, VET) plus other charges including laptop repairs. | Settlement of any additional fees and charges are to be completed by the end of each term by direct payment via the TASS Orbit App. |
| Optional trips and excursions including domestic and overseas trips | These will be billed separately. Payment is made through the TASS Orbit App by the due date for each trip or excursion. |
| Additional payments | Families can elect to make additional payments to future College fees. |

| Option 2: Payment plan arrangement |
|---|
| All payment plan arrangements are required to commence in February and be completed by November. Arrangements are required so that: 25% of total fees are paid by end of Term 1 50% of total fees are paid by end of Term 2 75% of total fees are paid by end of Term 3 100% is paid by 30 November 2025. |
| Weekly: 40 instalments. Fortnightly: 20 instalments Monthly: 10 instalments Termly 4 instalments. Payments are processed at the start of each term. Please see FAQ section if these plans do not suit your personal circumstances. |
| Families will have the option of selecting their commencement date from a range of dates in the TASS Orbit App. |
| Total fees payable will be visible when you login to the TASS Orbit App. Payment amounts will be automatically calculated by the TASS System based on the total fees payable divided by the number of instalments for your chosen frequency. |
| Payment plan arrangements set up via the TASS Orbit App |
| Bank Account payments do not incur a surcharge. Processing fees will be charged on credit card and debit card transactions with the percentage shown when card details are entered. Any payment dishonour fees will be charged to your account. |
| Payment plan arrangements will be automatically increased by the College to cover additional fees and charges. Families will be notified of the change to their payment plan arrangement. |
| These will be billed separately. Payment is made through the TASS Orbit App by the due date for each trip or excursion |
| Families can elect to make one off additional payment via the TASS Orbit App. Existing payment plan arrangements will remain the same. |

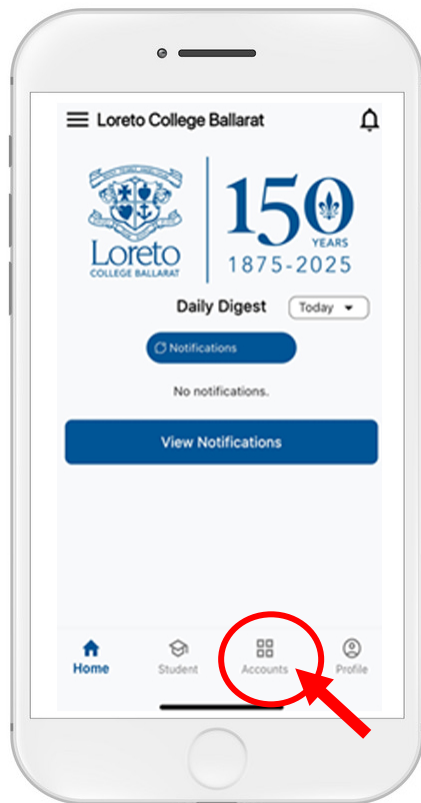
Cash Payments: Cash payments are not preferred due to the risks associated with handling large amounts of cash. If you have a specific requirement to pay via cash, please contact the Finance Office.

Cheques: The College does not accept Cheques. We have been advised by our Bank that Cheques are being phased out by all banking institutions.

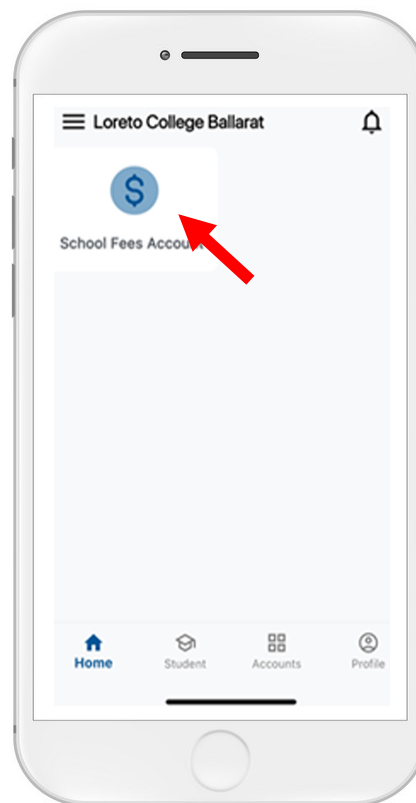
BPAY and Direct Credit: In previous years these details have been provided by the College, however, are no longer offered with our new finance system. If you have saved BPAY and or College Bank Account Details with your banking provider from previous years, please delete these as BPAY Biller Codes and Bank Accounts are currently being phased out and will be closed.

If you have any questions regarding the College payment options, please contact the Finance Office via phone (03) 5329 6100 or email at accounts@loreto.vic.edu.au

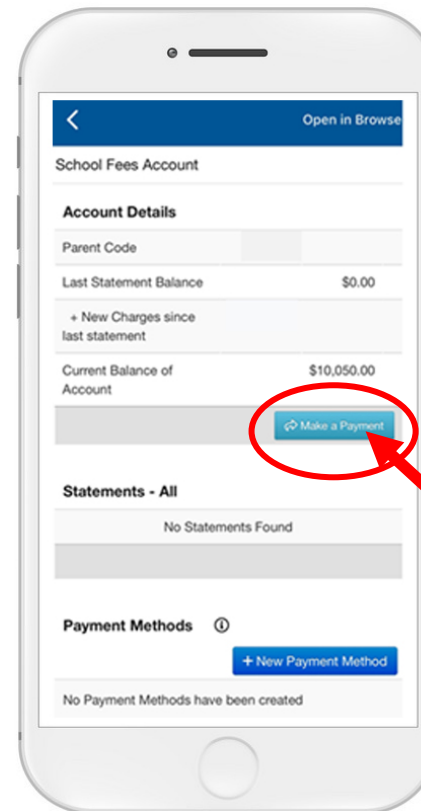
Option 1 - Pay Fees in Full



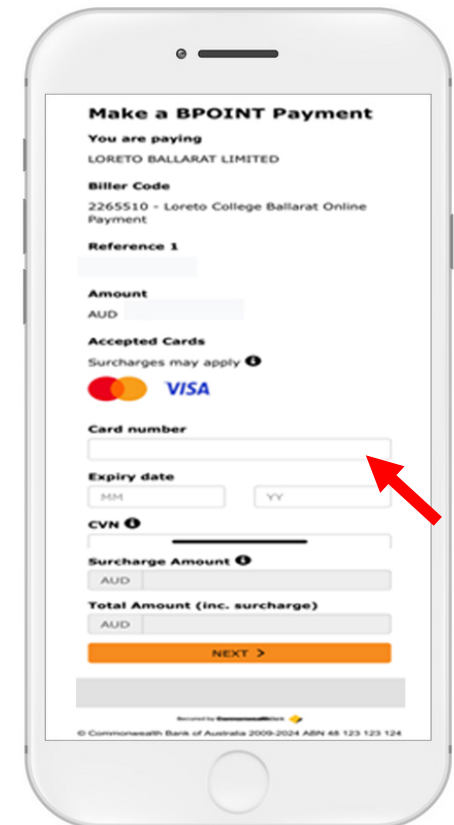
STEP 1
Open App
Select 'Accounts' from the home screen



STEP 2
Select 'School Fees Account'

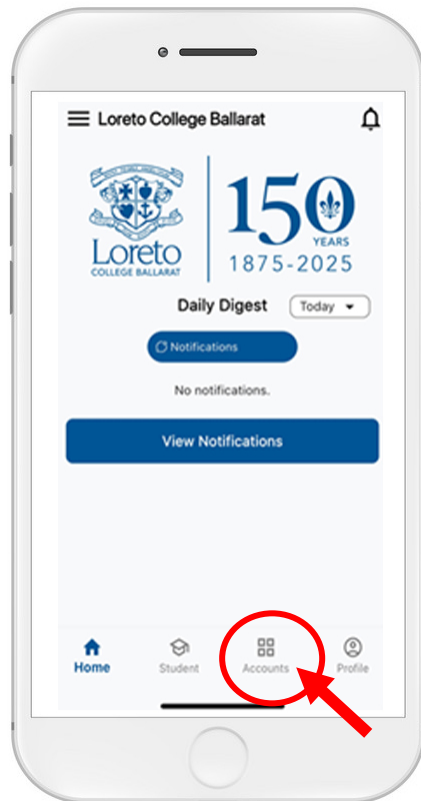


STEP 3
Select 'Make a payment'
Then follow the screens and prompts which will ask for:
- \$ Amount to be paid
- Email address for receipt

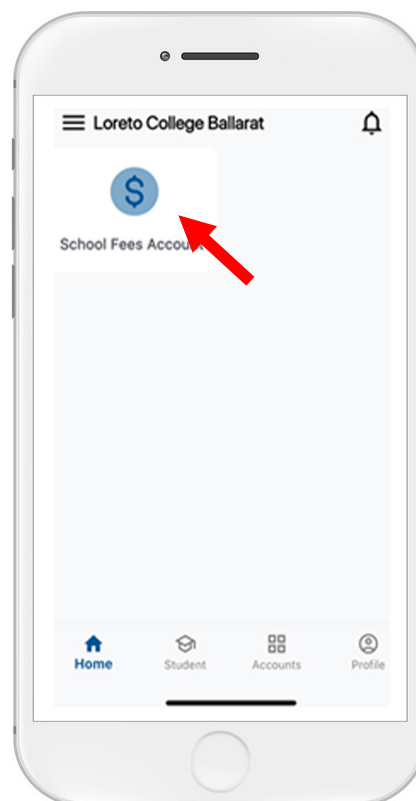


STEP 4
Enter your card details including expiry date and CVN
- Click Next
- Click Pay

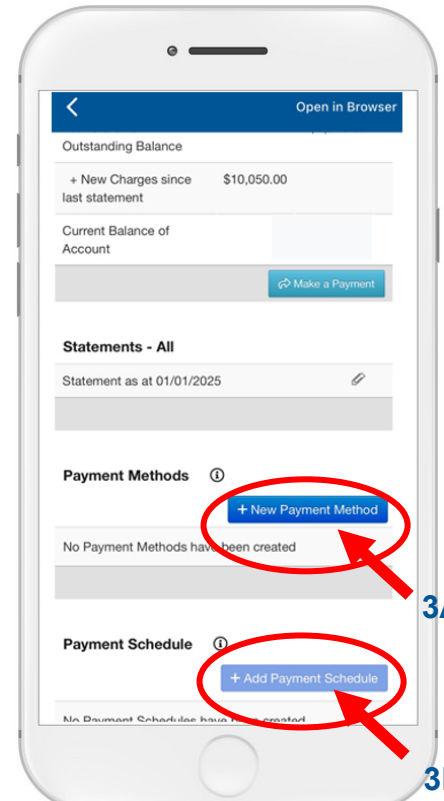
Option 2 – Payment Plan Arrangement



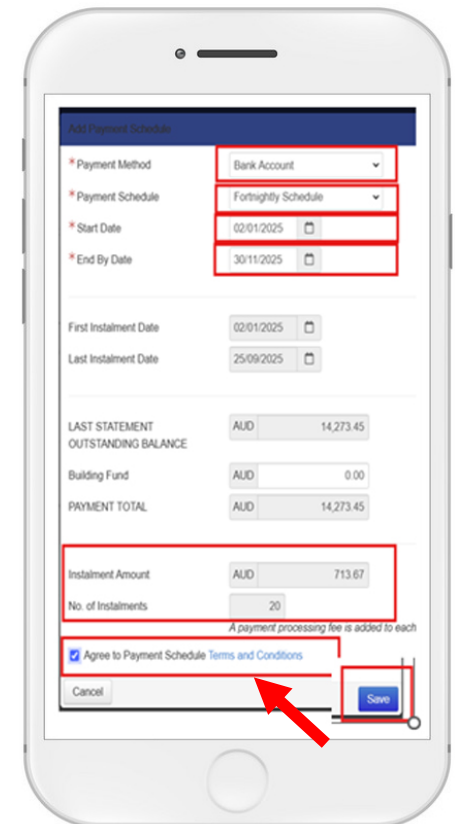
STEP 1
Open App
Select 'Accounts' from the home screen



STEP 2
Select 'School Fees Account'



STEP 3
3A: Select 'New Payment Method'
Enter your- Bank Account or Debit/Credit Card
3B Select Add Payment Schedule



STEP 4
Select your preferred payment schedule, your start and end dates.
Select agree to payment schedule and then click save

Frequently asked questions

Payment schedules

Can only be set up once a payment method has been entered and saved. Make sure you have set up a payment method before attempting to establish a schedule.

If the enrolment has started later in the year, the Accounts Office will need to set up the payment schedule for you. Please add a payment method and then call Accounts for your desired schedule to be established.

Statements

Statements can be found on the Accounts & Payments page under "Statements - Current Year". If you would like a more recent statement, please contact Accounts.

Deferring a payment

Yes, payments can be deferred by account holders on the Parent Lounge when required for a set number of days.

Payment plan start date

You cannot select a start date further away than a week (or fortnight or month) after today's date, depending on the frequency.

I need to make a change to my payment schedule

Account holders can make changes to their payment method or take advantage of a delayed payment. All other changes please contact the Finance Office.

I would like to change my payment method

To change a payment method, select the "pencil image" to the right-hand side of your current payment method. This will replace the current payment method. This new payment method will still need to be linked to the remaining payments in your schedule. Adding a new payment method will not automatically update your remaining payments.

My credit card is expiring

Select the "pencil image" to the right-hand side of your current payment method and update your payment method. You are required to link your new payment method to the remaining payments in your schedule.

Can I finish paying the fees earlier than the end of November?

Yes, you can. Please change the end date to the date you wish to finish paying fees.

My payment declined, what do I do?

Please note that declined payments incur a \$15.00 external fee per declined payment. Log into your Parent Lounge and make a one-off catch up payment using the "Make a Payment" option.

The options provided don't suit my personal circumstances, what should I do?

In limited circumstances, the options provided by the College may not suit your individual circumstances. Please contact the Finance Office via phone (03) 5329 6100 or email at accounts@loreto.vic.edu.au

I am experiencing financial hardship; what options are available?

At times families may experience financial hardship that leaves them unable to fulfill the financial obligations of enrolment. If you are experiencing financial hardship, please contact the Finance Office via phone (03) 5329 6100 or email accounts@loreto.vic.edu.au to discuss alternative arrangements, including both extending or pausing payment plans and/or applications for concessions.