



DE LA SALLE
COLLEGE

▶ CASE STUDY

FACTS PAYMENT FORMS EMPOWERS DE LA SALLE COLLEGE MALVERN TO TRANSFORM ITS APPROACH TO BILLING

De La Salle College Malvern is an independent Catholic school for boys in years 5–12. Founded in 1912, today the school has approximately 950 students across three campuses in Malvern, in Melbourne’s south-east.

The Challenge

Historically, De La Salle College’s approach to managing incidental payments was heavily manual. Inefficient procedures and systems combined to create cumbersome internal processes and a clunky and outdated payment experience for families.

To pay an enrolment fee, families were sent paper forms to complete and return, with their banking details entered and payments processed manually. Over time, the school evolved the process so that the finance office would call each family individually to take payment over the phone. While this approach meant no more declined payments or data entry errors, catching parents during the workday was often difficult, meaning multiple callbacks were required, and the team had to track payments manually.

Managing payments for the school’s comprehensive music program also created a significant administrative burden. Families completed, scanned and emailed paper forms to the music faculty, who calculated the cost of each student’s lessons and emailed a list to the finance team for billing. Finance would then create a sundry invoice in Synergetic, process credit card payments manually through their merchant facility, and manage the inevitable declined payments and follow-up calls.

“We wanted a payment solution that integrated with Synergetic and would streamline our approach to one-off and recurring payments. It had to be customisable so that we could use it across the school – from enrolment to tuition fees to payments for specialist subjects. And, of course, it had to be easy for staff and families to use.”

– *Felicity Langley, Finance Manager
De La Salle College*



The Solution

De La Salle explored various options before opting to implement FACTS Payment Forms.

"FACTS was able to support both one-off and recurring payments seamlessly. It impressed us as an intuitive, cost-effective, and secure system. The ability to play with a demo site before committing meant we could see plenty of potential to create unique payment solutions for any billing requirement," said Felicity.

"Implementation was smooth. We worked closely with the FACTS team and Catholic Development Fund to proactively troubleshoot any potential issues. FACTS staff trained our team onsite and we had a direct line to our account manager, not a call centre. It was clear that they were invested in making the implementation a success."

FACTS Payment Forms has revolutionised registration and billing for the school's private music tuition program. Today, families receive a link by email, which allows them to complete the required paperwork and make payment instantly from their mobile device at a time that suits them.

Upon acceptance of a Letter of Offer, parents are now able to easily pay the Enrolment Fee online using the FACTS payment platform. The system has also dramatically streamlined the process of selling used laptops to staff and students, which was previously highly manual and time-consuming.

"FACTS has transformed our used notebook sales process. **It's reduced our work effort by 90%** and improved accuracy and efficiency by eliminating manual tasks such as chasing down missing payments or information. A streamlined digital workflow means we have more time for the things that matter," said Alex Zolkover, ICT Manager at De La Salle.

"FACTS Payment Forms has brought a new level of trustworthiness and efficiency to private music enrolments. It's enabled the growth of our music program and provided positive outcomes for families, administrators and music staff."

- Luke Serrano, Music Coordinator
De La Salle College

The Results

In less than six months, De La Salle College has digitised all one-off payments across the school. Staff and families have embraced the new system, and the office has experienced a huge decline in payment enquiries now that parents can make frictionless payments 24/7.

"We're using FACTS Payment Forms for all sorts of payments – enrolment fees, private music tuition, school camps, extracurricular activities, fundraising, and even selling obsolete school supplies like laptops. The system can be customised for any type of payment, so you're only really limited by your imagination," said Felicity.

"We recently created a fundraising poster with a QR code linking to a FACTS Payment Form so that anyone with a mobile phone could donate instantly online. We've trialled a Square device for fundraising in the past, but we found the Bluetooth connectivity a bit unreliable."

De La Salle College is excited to expand its use of FACTS Payment Forms to achieve further efficiency improvements across its operations and provide a smooth, professional and consistent payment experience for families.

"FACTS Payment Forms has given De La Salle an easy, digital means of presenting programmes and activities to our community and a user-friendly and efficient payment platform."

- Joseph Gehrig, Business Manager
De La Salle College

