

Dear valued customer

As one of NSW School of Languages valued customers, we want to advise you of changes to invoicing and payment arrangements being introduced for NSW Public Schools over the coming months.

The NSW Department of Education is implementing a standardised finance system for all NSW Public Schools by the end of 2017. NSW School of Languages is scheduled to commence using the new system on **24 July 2017**. The purpose of this letter is to make you aware of some of the changes that will impact you as one of our customers. You may already be aware of these processes if you use venues or services from schools already using the new system.

In preparation for the transition to the new system at NSW School of Languages, the bank account through which you may have previously made electronic payments to this school will be closed. From **19 July 2017**, all payments to this school will be processed through a central Department of Education account, managed by the Department's EDConnect, Shared Services – Finance.

You will have several options for making payments after this time. These options will be listed on each invoice we provide to you:

- **BPay** – You will be able to make a payment by logging on to your bank's online, mobile or telephone banking service and using the NSW Government Schools 'Biller Code' and reference number which will be on the invoices we provide you. This not an individual biller code for our school but one shared by all NSW Public Schools.
- **Electronic Funds Transfer (EFT)** – You will be able to make payments via EFT into the bank account as listed on your invoice.
- **Credit Card** – You will be able to make automated credit card payments via phone by following a few quick prompts.
- **Cheque** – You can still pay by cheque, however cheques should no longer be sent to NSW School of Languages. Rather, you will post the cheque and email all payment remittances directly to EDConnect, Shared Services – Finance. Details for cheque payments will be provided in a follow-up letter.

Please note:

- Customer Payment Terms have been aligned with the Department's payment terms of 30 days from the date of each invoice.
- To ensure a smooth transition to the new system we ask that you please finalise outstanding invoices by **19 July 2017**.

As the new system is being introduced in all NSW Public Schools in stages over a two-year period, not all schools will be adopting the new arrangements at once. EDConnect, Shared Services – Finance will contact you within the coming weeks to provide more detailed information including a list of schools already using the system and schools going onto the system on **24 July 2017**.

If you use venues or services from other schools, these schools will advise you with a similar letter prior to joining the new system. Until you are advised that they are transitioning to the new finance system, you should continue to interact with these schools in the way you do today, using your current customer number.

Thank you for your patience and understanding during this transition. If you have any queries regarding these changes or the service we provide you, please do not hesitate contact us.

Yours sincerely

Hilary Hughes

Principal, NSW School of Languages