

## Finance paperwork emailed to parents – explained

There are 3 different types of finance statement that could be emailed to you regarding your child's account, and it is important to understand the differences. They will be identified by one of the following:

### ***Tax Invoices:***

- You will receive an invoice for excursions, Student Resource Scheme, Instrumental Music etc. It will show the amount that is due to be paid.
- Student Resource Scheme invoices are only produced upon receiving your signed agreement form.
- All other invoices are produced in bulk and offered to students listed to attend the activity. If your child is not going to attend the activity you do not need to pay the invoice or notify the office.
- The finance department will remove all unpaid invoices after the activity due date.

### ***Adjustment Notes: (No action required)***

- These are produced when the finance department removes any unpaid invoices from your child's account after the activity due date. **You DO NOT need to do anything with this adjustment note.** It is just informing you of an invoice being removed from your child's account.
- These may also be produced if you ask the finance department to make changes to your child's account.

### ***Debtor Statements and/or Dunning Letters:***

- These are produced to outline outstanding amounts on your child's account. It is purely an update of where you are up to in relation to payments.
- If there is a negative (-) symbol in front of an amount that means you are in **credit** for that amount.
- If your account is in credit, please remember to contact the office when you are invoiced for the next activity that your child attends, so we can use the credit on your account. You **must** contact us at the finance email: [accounts@norfolkvillageseq.edu.au](mailto:accounts@norfolkvillageseq.edu.au) to apply this credit.

**Please note that the mailboxes these emails are sent from are unattended mailboxes.  
Do not reply to these emails.**

**QParents:** All invoices, including the payment history, can be viewed through QParents. You can also pay invoices directly from QParents under the payments tab.

It is important that you keep the office informed of any changes to your contact details, especially email address, to ensure you continue to receive important documentation/communication from the school.

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