

Hampshire school becomes more efficient after going cashless

King's School

- King's School was searching for a cost-effective and compatible payments provider.
- Saved staff time by reducing cash handling.
- Got parents onboard by raising awareness.

ParentPay Group case study

Establishment type: Secondary

Aim: Reduce the amount of cash coming into school and improve processes.

Solution: Introduce an easy to use, efficient online payment system compatible with existing systems.

Impact: Saved time/resource. Meals and trips are easier to pay for and manage. Easier and more convenient for parents.

Why King's School sought to use online payments

There were several reasons why King's School sought to use online payments, but one stood out. The school needed to reduce the amount of cash coming in. With the large amount of students they had, it was too time consuming to process cash payments. They were looking for another, more efficient way to manage this process: whilst also making it easier for parents to make payments to the school.

King's School searches for a cost-effective and compatible payments provider

The school was searching for a system that would

be simple to maintain and compatible with their banking needs. Another significant factor that the school considered while assessing numerous options online was the pricing of the solution. Finally, a decision to invite ParentPay to come into the school and demonstrate the system was reached.

Helen further explains why Kings' School selected ParentPay as their online payment provider:



Ease of use, how the software looked and performed was important, coupled with its compatibility with our cashless till system in the canteen and SIMS. Other deciding factors were ParentPay's value for money and the support we would receive, both during the set up and down the line. This ensured the process ran as smoothly as possible."

Helen Tyrrell, Senior Finance Officer at King's School

Saving staff time by saying goodbye to processing and reconciling payments

Since going cashless, the school realised that a big plus for them was that parents found it easier to pay online as they found the system to be more convenient. As a result, the school had to handle less cash and the staff saved time by no longer having to process and reconcile thousands of payments.

The Senior Finance Officer, Helen, continues to list the other benefits that the school realised after implementation of ParentPay's system:



Trips are easier to manage, as they are all added centrally to ParentPay, which keeps all records and payments in one place. Also, as the system fits in with our cashless tills in the canteen, we have gained more efficiencies here too."

Getting parents engaged

King's School managed to get parents onboard by initially sending out letters to all new staff and parents of pupils to make them aware of the process and how they are expected to pay. They also added the ParentPay logo to their school website to make access as easy as possible, and to raise further awareness.

How can other schools get the best out of ParentPay

Helen outlines how having a plan in advance helped them get the best out of ParentPay: *"I would advise schools to ensure they market online payments properly, give it a high profile. Ensure parents are aware of the benefits to them of using the system, not just the school. Be sure to send out their activation letter as soon as possible to encourage early uptake, and that all*



The transition from our previous manual process to using ParentPay was really simple. The software is easy to use and the parents like using ParentPay on the whole. We do get some queries from parents, but they are minimal. The support we receive from ParentPay has been very good, and I have always found them to be really helpful whenever I have needed to contact them."

King's School's message to other schools

Find the solution that fits your school:

We transform the way schools operate, enabling them to achieve more than ever before. Together, we're working to ensure every student has the support they need to succeed. Get in touch today: <https://www.parentpay.com/request-more-information/>