

## HAMPSHIRE SCHOOL MORE EFFICIENT WITHOUT CASH

### WHY KINGS' SCHOOL WENT CASHLESS

Helen Tyrrell, Senior Finance Officer at Kings' School in Hampshire outlines the reasons the school wanted to introduce online payments, but there was one main reason in particular: "We needed to reduce the amount of cash coming into school. With the large amount of students we have, it was too time consuming to process cash payments, there had to be another, more efficient way to manage this process: whilst also making it easier for parents to make payments to the school."

### HOW DID YOU SELECT A PROVIDER?

Helen explains: "We wanted a solution that would be easy to manage and would work with our banking requirements. The cost of the solution was also important to us. We reviewed several solutions online, and decided to invite ParentPay to come into school and demonstrate their system."

The key reasons, Helen adds, as to 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."

### WHAT BENEFITS HAVE KINGS' SCHOOL REALISED?

Helen outlines the key benefits to the school and parents since going cashless: "A big plus for us, is parents find it easier to pay online now, as it's more convenient. This in turn means less cash is handled in school, and more time is saved from no longer having to process and reconcile thousands of payments."

Helen continues: "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."

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#### OBJECTIVE

Reduce the amount of cash coming into school. Improve processes.

#### SOLUTION

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

#### OUTCOMES

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



Compatibility with our cashless till system in the canteen and SIMS was important

Helen Tyrrell,  
Kings' School

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## GETTING PARENTS ENGAGED

Helen explains how to get parents on board: "We send out letters to all new staff and parents of pupils to make them aware of the process and how they are expected to pay. We have also added the ParentPay logo to our school website to make access as easy as possible, and to raise further awareness."

## LESSONS TO SHARE WITH OTHER SCHOOLS

Have a plan, Helen outlines: "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 correspondence relating to paying money to the school, points to paying online via ParentPay or with cash via PayPoint at a local store."

## KING'S MESSAGE TO OTHER SCHOOLS

Helen comments on her over all experience: "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."

## USEFUL TIPS

### 1. AGREE A CASHLESS STRATEGY WITH SLT AND COMMUNICATE THIS TO ALL STAKEHOLDERS

Your strategy could be something as simple as: From next term we'll be offering and encouraging parents to pay for items online, helping us reduce cash in school. Our aim is to be totally cashless in 5 years. Or your strategy could be more aggressive: All parents must pay online or through PayPoint from next term.

### 2. HAVE A PLAN THAT CAN DELIVER YOUR STRATEGY

Plan key timescales including an onsite system demonstration, getting sign-off by SLT/Governors, staff training and roll-out. ParentPay advisors can help you with this.

### 3. RAISE AWARENESS AND INTEREST

Central to your plan should be communication with parents and staff. Keep communication simple and positive. Our advisors can work with you to plan communications to suit your school. Aside from using your website, you could also use letters and emails as well as parent's evenings and events.

### 4. SPARK ACTION

Consider a promotion to encourage parents to pay online or through PayPoint. Eg: for a specific event or school trip.

### 5. BE INCLUSIVE AND PROVIDE FOR CASH BASED PAYERS

94% of parents prefer to pay online, but for those who don't or can't, sign-post them to PayPoint. There are over 33,000 local shops offering PayPoint across the UK.

### 6. REMEMBER ALERTS AND REMINDERS

Provide balance or new payment notifications via ParentPay's email and text system to increase early payments and drive uptake.

## GET STARTED, IT'S SIMPLE

Our experienced advisors are ready to help, they can answer any questions you may have; provide a quote for your school; or give a demonstration of our system. You can even arrange to see us in person; we'll visit your school and show you and your staff how it all works.

TO FIND OUT MORE OR ARRANGE A FREE VISIT  
PLEASE CALL 02476 994 870