

HERTFORDSHIRE SCHOOL INCREASES REVENUE WITH PARENTPAY

WHY GO CASHLESS?

We spoke to Jill Westbury, Office Manager at Our Lady Catholic Primary School in Hertfordshire about her school's reasoning for going cashless: "The office staff spent a great deal of time processing cash and cheques that came into school on a daily basis. Each payment needed to be allocated against the appropriate item and change given if required. Every Friday, it took approximately 3 hours to reconcile and prepare the banking. This was then either collected by courier, which caused many problems, or needed to be taken to the local bank. This was also an issue for the staff member as often it would be heavy and of course created a security risk."

"At the beginning of term there was a huge amount of monies coming into the school. If there was a fundraising activity; own clothes day, sponsored events etc. we would have to deal with a large amount of coins. There was also a risk of payments going missing, especially if they had been given to the children to hand in. Parents often forgot if they had paid or if they had not, so more time was spent chasing payments and debts and answering questions about how much they owed. Increasingly parents were asking to use credit or debit cards to settle their bills.

Consequently, we were looking to streamline the whole process, make it safer and more convenient for parents and to cut down on office time."

CHOOSING THE RIGHT ONLINE PAYMENTS SYSTEM

It was clear to both Jill and to the other members of staff that an online payments system would solve all of their concerns but they had several specifications that would have to be met: "We wanted a system that would be easy to use by staff and parents, that was secure and was easy to reconcile against our budgets. A system that enabled parents to be able to see exactly what they owed, when it was due and whether or not they had paid."

Thankfully, ParentPay was able to meet their needs: "Parentpay offered all of the above and had the added benefit of being used by the secondary school most of our pupils move to. So if they had a sibling at this school the accounts could be linked so parents only needed to login to one child. The money is transferred to our account on a weekly basis which was a concern at the beginning as cash flow in schools is always an issue and a weekly transfer is a great help with this."

OBJECTIVE

Reducing the amount of time spent handling cash. Improve security.

SOLUTION

An easy to use online payments solution. An interface that allows parents to manage their monies.

OUTCOMES

The school is now completely cashless. Clear audit trail. Less man hours needed. Increased school revenue.



We are very happy, ParentPay couldn't be simpler. I would strongly recommend this system to all schools.

Jill Westbury, Office Manager
Our Lady Catholic Primary School

PARENTPAY'S IMPACT

We went on to ask Jill if ParentPay had met all of her expectations and what the impact of implementing ParentPay had been: "The school is now completely cashless, except for some fundraising activities. This has reduced the amount of time spent dealing with cash and cheques and enabled us to reduce the payroll for the office staff. There are no discrepancies, no lost payment and always a paper trail which pleases our auditors. Parents can see at a glance if they owe money, they can pay weekly for dinner money and we can give parents the opportunity to make payments in one lump sum or to split payments. We have set up a donations payment which allows parents to make donations to the school at any time, this can be as little as £2. This has increased our donations to the school significantly."

ParentPay has many little (but powerful) features that are easy to overlook but that make a big difference to how easy collecting payments is. When asked about her favourite ParentPay features, Jill said: "The ability for parents to be able to give permission for their child to attend an event by simply ticking a box – this also encourages payment and cuts down on paper. Also the ability to see at a glance who has paid and who has not – reconciliations are now simple."

MAKING PARENTPAY PART OF THE SCHOOL COMMUNITY

One of the challenges that all schools face when implementing a new payments system is persuading parents to use it. Thankfully, ParentPay makes this easy: "We moved to being completely cashless within six months of signing up with ParentPay, the majority of parents were very happy to use the new system. One or two still wanted to be able to pay by cash so we issued a few PayPoint vouchers that they could use in their local shop. As soon as a child starts at our school they are issued with a standard letter, easily produced on ParentPay, explaining how to use the system and giving them their login details."

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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
GO TO WWW.PARENTPAY.COM/SCHOOLS