

# ONLINE SCHOOL PAYMENTS NEWS FLASH



## My name is Gillian Shields and I am based in Fleming House Cumbernauld.

As you know, all schools now have online payments which should be utilised for catering and all other school expenses. During 2018 there will be a marketing campaign to parents to encourage uptake of this service. The great news is that I am now available to provide support and guidance over the next 9 months, commencing January 2018. You may have seen me around, as I was part of the cashless catering roll out programme team who provided support to catering staff and parents with cashless and online payments for school meals.

I have an email set up for all enquiries [onlineschoolpayments@northlan.gov.uk](mailto:onlineschoolpayments@northlan.gov.uk). Just remember to include your telephone number in any queries that you send me, as I will be out and about.

I know that all schools have already had training and video training is available, but I am sure like me if you don't use it right away you lose it and you would welcome that extra bit of support.

I have noted further down the sort of support that I can provide. I will be focusing on high schools to start with and after Easter will look at how I can support the primaries and ASN schools, on a cluster by cluster basis. However, if you have a pressing question or immediate need, just email me. That's what I am here for!

Karen MacFarlane has already set up a lot of guidance on Connect and FirstClass. The web address and list of items available is noted in the section Resources available on Connect or FirstClass.

I am planning to send out regular online school payments newsletters at Easter, in June and in September.

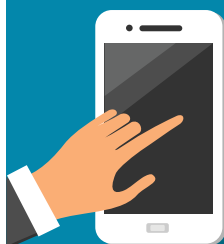
Hopefully I will be hearing from you soon. I welcome any queries from either the Head Teacher or the school admin staff. Also feel free to send me any helpful hints or tips that you think would benefit others or you want to share with your colleagues. This is a newsletter to benefit you all and remember my key role is to assist schools to use the online payments in preparation for the marketing campaign. As the council is promoting 'Digitising the council', this will be a huge step in that process.

## Benefits

There are huge benefits for schools and parents using this system. From a parent's perspective they are automatically alerted when a new trip/activity is available for their child/children; can access up to date account balances for meals and school activities and detailed reports on their child's food choices. All of these facilities are available whether they choose to pay online or not. Also parents can add funds to the school meals account or pay for school expenses 24/7 from their PC tablet or smartphone.

From a school perspective, it reduces the amount of cash handling within the school. It also provides accurate and up to date information on payments made on online and in cash/cheques to the school and provides an audit trail of transactions.

There is more to come, which will enhance the experience for all us.



## Resources available on Connect or FirstClass

Training videos and documentation are available . . .

Connect - **online payments documentation** and on First Class as a conference, which can be found in Previous Desktop>NLC Education> On-line Payments

- Setting up a school trip
- What parents see
- Setting up the school shop
- Setting up the school home page
- Generating pupil IDs
- Getting started - logging on
- Setting up a new User
- Reports and banking
- Pupil accounts and IDs
- Setting up a school show
- Transition Guidance 2017 - High Schools
- Transition Guidance 2017 - Primary Schools
- Unique Pupil ID Mail Merge Instructions
- FAQs for school staff
- Generating pupil IDs within IPayImpact
- Online payments awareness session presentation - Primary Schools
- Online payments awareness session presentation - High Schools



## Progress

Progress reports will be available via this newsletter on a quarterly basis. This will indicate which schools are progressing well and share examples of good practice. We have come a long way in the past year as the figures below show – keep up the good work.

IpayImpact Transactions Value	Catering	Schools	Total
January to December 2016	246,904	24,206	271,110
January to December 2017	783,098	783,932	1,567,030
Percentage Increase	317	3,239	578

Some schools are utilising the SEEMIs link to provide one accurate source of pupil information. This will be set up for all schools early this year. Ipayimpact automatic payments functionality is now operational again and parents utilising the system have been advised. A copy of the information sent to parents has been sent to all head teachers.

## Support Available

Training videos and documentation are available . . .

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- Set up drop in sessions in your area.
- Answer your queries through the email box [onlineschoolpayments@northlan.gov.uk](mailto:onlineschoolpayments@northlan.gov.uk)
- Just draft an outline of what your issue is and I will call or email to assist you in resolving any challenges.
- Pass on examples of good practice used in other North Lanarkshire schools and by other organisations using iPayImpact.
- Be your link to CRB to pass on feedback on product functionality and suggested future development.
- Product support is available from CRB by calling 0131 440 6106