

Bellfield Junior School in Birmingham gets started with Cityserve Pay and saves!

Bellfield Junior School in Birmingham were already enjoying some of the benefits of using an online payments system, but when their Cityserve Commercial Business Manager suggested that they switch to Cityserve Pay, Birmingham City Council's exclusive new cashless payments and pre-ordering system, they were keen to make the switch. Powered by sQuid, an FCA regulated cashless payments provider, Cityserve Pay is exclusively available to Cityserve schools at a heavily discounted price with no setup costs or licence fees to pay.



Choosing Cityserve Pay

Bellfield Junior School were keen to become a cashless school, as they were aware of the potential benefits in terms of administration time saved in the office, and reduced costs from cutting the amount of cash being handled. Additionally, parents were keen to use a system that would make catering and other school payments simpler, as well as making communications from the school more manageable. It also offered a convenient way to book clubs, trips and meetings, using one online system available to them on their home computer, tablet or mobile app.

One of the features that particularly attracted Emma Westwood, Senior Office Manager at Bellfield Junior School, was that all meal orders are made in class with the children choosing their lunch via the interactive whiteboard, whilst simultaneously recording attendance, and bringing other substantial benefits: "We liked that children could choose their meal option each day without having to keep telling the office if they were changing their choice against the SIMS pattern on a particular day". Additionally, "By doing this, it would give greater accuracy of meal numbers taken, and parents would be billed automatically where applicable. It would also reduce the possibility of 'forgetting dinner money' when parents came to school. They could do it all online."

"The amount of cash coming through the office has been reduced from approximately £650 per week to around £150. Consequently the time taken up with counting and banking monies has been halved."

Emma Westwood,
Senior Office Manager,
Bellfield Junior School

Getting started with Cityserve Pay

Emma reports that getting Bellfield Junior School ready to use Cityserve Pay was very easy. Their dedicated Account Manager came into school and provided training for the team, ensuring that setup went smoothly, and that all staff understood their part of the process, with any queries being resolved immediately. Furthermore, they had been provided with a comprehensive set of promotional materials and were therefore able to inform parents about the new service in advance of making the switch, so that most of them signed up straightaway when the system went live.



For more information, please contact:

cityserveinfo@birmingham.gov.uk

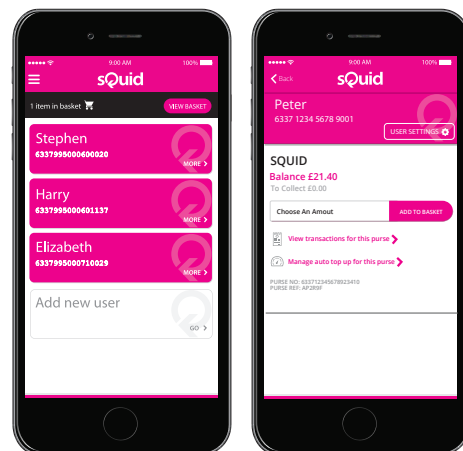
or visit: birmingham.gov.uk/cityserve/cityservepay

Benefits of using Cityserve Pay

Bellfield Junior School has seen some substantial benefits since switching to Cityserve Pay

Emma Westwood, Senior Office Manager at Bellfield Junior School advises that the amount of cash coming through the office has been reduced from **approximately £650 per week to around £150** so far, and as a consequence the time taken up with counting and banking it has been halved.

- There is quick and easy access to see who has paid money online for lunches, clubs, trips, music, etc., so it is much easier to monitor the end-of-day or weekly financial outlook.
- The catering team are getting accurate numbers for lunch bookings - administration is reduced, and there is much less food wastage.
- Parents like being able to top up their accounts or pay for items online rather than having to get cash out and bring it to school, as well as being able to view their account in their own time.



Emma adds: "Whenever we have had issues requiring support, the support team have been very efficient in dealing with them. Their aftercare has also been great, ensuring all issues have been resolved fully." She concludes:

"We've been really pleased with how Cityserve Pay works in school and for our parents. The parents are increasingly using it for lunches, as well as for trips, breakfast club and after school clubs."

Why you should get started with Cityserve Pay



No setup costs or licence fees to pay

Cityserve Pay is exclusively available to Cityserve schools at a heavily discounted price, and is free for parents to use.



Hassle-proof switching

We handle the entire process if you currently use another payment system.



Innovative income management solution and parent app

Intuitive system to manage payments for school services, and mobile app for parents/carers to make fast and easy payments.



Interactive ordering and attendance

Whiteboard meal ordering in class increases meal take up and reduces queue times. Children simultaneously mark themselves as present.



Extensive reporting

Run, access, download and export reports for income collected, dinner money debt, FSM management and much more.



Saves you time and money

Eliminates the need to count, reconcile and bank cash as all payments are made online. Cuts costs associated with cash-handling.



Unrivalled training and support

On-site training for all school administrators, dedicated school support from a named Account Manager and first line customer support for parents.