



## Switch to PaySchools Central and PASS Makes for Happy Staff and Parents



### CHALLENGE

Outdated payment systems required hundreds of hours of manual entry and reconciliation by staff.



### SCOPE

Suburban district with 10 schools and 6,500 students

**Back-to-school time comes with lots of administrative tasks for parents and school staff. In July of 2019, Milford Exempted Village School District, located outside Cincinnati, Ohio, decided to make things much easier by switching their family payment systems to PaySchools Central and PASS (Pay at School Systems).**

With the old systems, parents couldn't pay for everything in the same place. They paid for lunches one way, fees another, and ad hoc expenses like field trips another. There was some online access for payments, but it was limited.

On the staff side, many forms and payments were collected in person then had to be entered manually into the system.

"It was a lot of double entry," said Brian Rabe, Treasurer. "It was taking two of us eight hours a day for weeks to enter receipts."

### WHAT A DIFFERENCE

**When school started in fall 2019, the new systems were in place, and the difference was remarkable.**

"When parents came in to pay fees," said Assistant Treasurer Andrea Wilson, "we had six staff at a table with tablets and credit-card swipers. We could collect \$50,000 in one day because it was so efficient."

Parents use PaySchools Central to pay fees online—with a computer, tablet, or mobile phone. "As a parent user myself, the mobile app makes it very convenient for me to load an account or make a payment," said Rabe. "It's a real timesaver."

Staff uses PASS to log in-person payments at school. Behind the scenes, PaySchools Central and PASS integrate, and Rabe and his team rely on



#### SOLUTION

Switch to PaySchools  
Central for online  
payments and PASS for  
in-school payments



#### RESULTS

Huge time savings and  
greater convenience for  
staff and parents

PaySchools' administrative portal to run reports and reconcile accounts. Balancing the books has become much easier with the automatic imports that upload receipts directly into our State Software. We are able to quickly run reports and export them into either a PDF or Excel spreadsheet.

Milford uses DASL for its student information system, and the new PaySchools payment systems integrate well with DASL.

#### EXCELLENT SUPPORT

Milford found the transition painless. "We got the normal bumps in the road cleaned up right away," said Rabe. "The new systems are very, very easy to use. Parents had no trouble, and neither did our staff. And our PaySchools rep is great. He was right there with us the whole time. I can't put enough praise on what he did for us."

Wilson also commented on PaySchools' exceptional, US-based support. "If I ever have an issue, I use PaySchools' call center and ticketing portal," she said. "It's easy to add notes or attachments. It's good."

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Andrea Wilson,  
Assistant Treasurer

#### COVID-READY

When the coronavirus hit in spring 2020, Milford was ready to transition to fully touchless payments. **Parents were comfortable with PaySchools Central and could make all payments online.**

For fall 2020, Milford is operating fully on-site except for families who choose to go virtual. Online payments and minimizing the use of cash are helping keep everyone safe.



K-12 SOFTWARE  
SOLUTIONS  
Parent Payments  
Ticketing and Events  
Nutrition Services



i3 Verticals innovates the  
technology and energizes  
the resources powering  
PaySchools.