



Foodservice Company Relies on PaySchools for Enterprise-Level Needs

“
PaySchools
is a huge
integral
partner in
what we do.”

Joe Satorhelyi
IT Manager,
School Day Cafe

For more than a decade, Joe Satorhelyi has run the IT department of School Day Cafe, a California foodservice nonprofit serving four school districts and feeding thousands of students seven days a week. During Joe’s tenure, software and hardware have evolved considerably. So have federal and state school nutrition services requirements. And during the COVID-19 pandemic, food-service technology needs changed daily.

Throughout it all, PaySchools has been a phone call away, upgrading and customizing solutions for Joe to help him make School Day Cafe run smoothly. “The level of support and partnership with PaySchools has always been exceptional,” Joe said. “No matter what we need to accomplish, I know I can call them and we’ll find a way to make it work—and work well.”

BETTER SERVING SCHOOL DAY CAFE

In addition to moving their software from individual workstation installations to cloud hosting several years ago—a transition that has saved Joe a lot of time and headaches—PaySchools has routinely supported unique School Day Cafe challenges.

For example—state reporting. The California Department of Education’s Nutrition Services Division uses a system called CNIPS to administer all federal and state nutrition programs, including the National School Lunch Program. Annually, Joe logs into CNIPS to record verification data.

“We were having to run a few different reports in the PaySchools admin tool to gather all the data for CNIPS verification,” Joe said, “and then we had to work with it manually to get it to come out right. So PaySchools created a single report for us that aligns precisely with the CNIPS verification form. We’ve been



CHALLENGE

Meet enterprise-level needs of K-12 food-service business nimbly and cost-effectively



SCOPE

4 school districts
4 student information systems

refining the new report, and we're close to having the verification process be one click. What used to take me a full day will now take 15 minutes."

Joe points to PaySchools' responsiveness when COVID hit as another example. He immediately reached out to PaySchools to brainstorm what might be needed. ID cards? Scanners? Classroom ordering? PaySchools offers all of these, but when California opted to move all instruction online, School Day Cafe pivoted to drive-through grab-and-go meal boxes containing breakfasts and lunches (and later adding snacks and dinner). As each car pulled up, parents tapped in their student's ID number and pin, and the cashier recorded the breakfast as well as the lunch. But it soon became apparent that for this unique situation, the point-of-sale process was taking too much time.

"So PaySchools wrote a software script for us that ran in the background," Joe said. "The cashier only had to enter breakfast, but the software recorded all the meals being picked up. And PaySchools did this for us quickly—within a week or two. That's the kind of response I get, and that's why I'm happy to work with PaySchools.

"We always need something unique," Joe continued, "and between Chris, John, Betsy, Mena—I can list a number of PaySchools team members I know by name and can contact at any time—the support has been top-notch. That's one of the reasons I'm still sitting here and I'm happy. It's been great."

BETTER SERVING FAMILIES

In recent years, PaySchools integrated free-and-reduced meal applications into its online parent payment portal. So now parents can log into one portal to add money to their children's lunch accounts or apply for free-and-reduced meals through the USDA's National School Lunch Program.

"This has been a very beneficial upgrade," Joe said. "It's much easier for our parents. And because a family's financial circumstances can change, it helps having the application tool available all the time."

A Spanish-language option was also added to the PaySchools parent portal and online free-and-reduced lunch application tool in 2019, making them much easier to use for a portion of School Day Cafe's families. "Overall about 35 percent of our schools' parents are native Spanish speakers," Joe said. "And at some schools it's as high as 80 percent. They used to have to get their kids to help them use the online tools, and they often filled out Spanish-language free-and-reduced applications on paper. Now they can easily do all of this online themselves."



SOLUTION

PaySchools software with customized reporting and features

PaySchools cafeteria POS hardware

PaySchools' unsurpassed support

CHECKING ALL THE BOXES

In addition to responsive support, customization, and upgrades, Joe appreciates PaySchools' price point. "I've bid other software companies, and PaySchools comes in significantly lower," he said. "I've looked at products in the neighborhood of twice what we're paying. And I've never received a bill for any of the custom reporting or custom scripts. Even though we have a lot of unique development and support needs, I've never received an additional invoice outside of my annual maintenance agreement."

Joe also likes the software platform itself. "Our school cafeteria managers like the point-of-sale system," he said. "It looks nice and is easy to use and learn. The admin site design is good, too, and I think the parent portal works well, judging by the lack of phone calls I receive."

Joe recommends that other food-service companies serving K-12 schools take a close look at PaySchools. "If you're looking for an exceptional price point and level of support, PaySchools is at the very top of the list."



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Joe Satorhelyi, IT Manager, School Day Cafe



K-12 SOFTWARE SOLUTIONS

Parent Payments
Ticketing and Events
Nutrition Services



i3 innovates the technology and energizes the resources powering PaySchools.