

PAYMENT ON TIME, EVERY TIME

FITZSIMMONS PLACE NURSERY SCHOOL INCREASES TIMELY PARENT PAYMENT AND REDUCES ADMINISTRATIVE BURDEN THANKS TO COMPUTERSHARE VOUCHER SERVICES

CASE STUDY

FACTS

Fitzsimmons Place Nursery School in Guildford has worked with Computershare Voucher Services (CVS) since 2009 in the provision of childcare vouchers.

As is the case with many childcare providers, the nursery was experiencing perceived continual late payments due to a mixture of payment methods and dates. This caused increased administration time and some confusion regarding payments.

CRITICAL ACTION

Computershare assisted in the promotion of its e-Voucher and Standing Carer Payment solutions to the nursery's parents, to help create a more streamlined and automated management of vouchers.

The e-Voucher solution allows payments to be authorised via the parents' online account, eliminating the need for paper vouchers. Payment to the nursery is then automatically transferred via BACs. Working directly with the support of both the parents and the nursery, CVS was able to set parent payments to the same date and method each month, ensuring smooth transition of payments to the nursery on a mutually agreed date. This in turn reduced administration and helped build strong and supportive relationships.

RESULTS

Both systems were in place within a month and response from the parents was extremely positive, with a 100% take-up.

This resulted in quicker and easier accounting procedures for the nursery (for example; their last reconciliation was completed in just 30 minutes), a reduced administrative workload and an improved relationship with parents.



"The amount of late voucher payments has been significantly reduced. Given the choice we would choose to have the e-Voucher and Standing Carer Payment systems for all voucher payments coming to us."

Jess Reid, Administrator, Fitzsimmons Place Nursery School

COMPUTERSHARE VOUCHER SERVICES
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