

CAPITA

Case Study

Securing student payments at Dundee College



Securing student payments at Dundee College

In April 2007, Dundee College moved to Capita's Payment Management solution. This option supports integrated payments by credit and debit card in both 'customer present' and 'over the telephone' settings. It also handles 'over the counter' payments with cash and cheque. The wide choice of payment options has delivered tangible efficiency savings at the Scottish college.

Background

Dundee College is one of Scotland's largest colleges with around 23,000 students enrolled, supported by more than 700 staff. With an annual turnover of £28 million, the College is committed to continually refining and adapting a range of education and related services. All are designed to meet the needs of new and emerging markets and the College is a major contributor to the economy, businesses and community of the Dundee area.



The challenge

For any college, securing timely payment of fees is a constant challenge, but one which is considerably aided where the student has a choice of convenient payment methods. Formerly, although card payments were accepted it was via stand-alone bank owned terminals. This led to delays at peak times and meant that payment details had to be entered twice.

The solution

Dundee College chose to implement Capita's Payment Management solution. Payments are now processed using Capita's Paye.net product that incorporates Capita's Managed APACS solution.

Paye.net from Capita is a browser-based solution that supports payments by credit and debit card in both 'customer present' (using Verifone SC5000 Chip & PIN devices) and 'card not present' (details being taken by telephone) settings. It also handles 'over the counter' payments by cash and cheque.

The integrated card processing solution uses Capita's pre-accredited Managed Service, known as Managed APACS. The managed service eliminates any requirement for bank owned terminals and the delays that occur when accessing them. It requires no specialist on-site hardware, software or the associated management and monitoring overheads.

The contract with the College was awarded in September 2006 and over the following months, college staff worked closely with Capita in order to ensure a smooth implementation in-line with demanding timescales.

Liana Bartholomew, Finance Team Leader at Dundee College, took a lead role in selecting Capita. She stated:

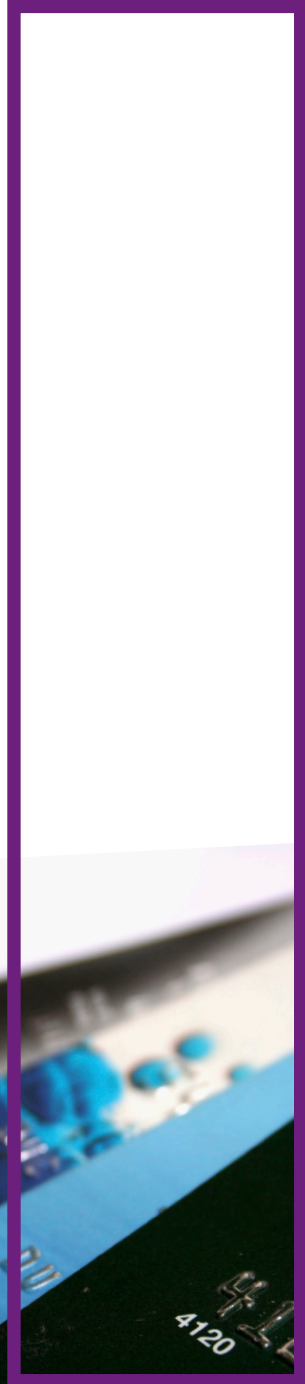
“Our main requirement was for an accredited, integrated and managed card payment solution, which offered the potential for extension to other areas such as internet payments. From the outset, we saw real benefits in terms of speed of processing card payments, having removed the requirement to keep the cardholder waiting while we accessed the stand-alone bank terminal. The ease with which information is fed directly into our accounting software is also a great benefit. We were particularly impressed by Capita’s quality of project management, implementation and training.”

The benefits

The new system at Dundee College enables card payments to be handled as a single process. Capita’s solution is faster, slicker and more user-friendly than the former method and has been very well received by the students.

Payments are primarily made for student course fees, although they are accepted for other purposes such as business courses and accommodation charges.

In the last twelve months, the College has received over 4,000 card payments with a total value of around £320,000 with an average payment value of around £79.



The benefits continued

In many cases, card details are provided over the telephone or on application forms and in these instances, details are processed by an authorised member of staff. Aside from this, students can choose to pay in person by card, cheque or cash. Given the anticipated general decline in cheque payments, the proportion paid by card is expected to grow significantly.

The future at Dundee College

With the Capita Payment Management solution constantly evolving, there is the potential for extending usage onto other areas. As an example, the College is considering the implementation of a leisure bookings system. This would enable members of the public to book and pay for the use of the College's sports facilities and theatre tickets. Using Capita's solution to handle the payments is an obvious option.



About Capita's Managed Service

Capita's Managed Service has been established since 2001 and includes a range of products to process card payments via the internet, touch-tone telephone, SMS text, speech recognition and on-site Chip & PIN. Managed by a dedicated team, the solution is used by over 170 public sector organisations, who between them take around 500,000 payments each month with a total value of over £65 million.

Capita's Managed Service products are certified to PCI DSS Level 1 and Capita is proud to have been the first major supplier to the public sector to have achieved this standard.

For further details please contact us by telephone or email.

Media Court
70-76 Brunswick Street
Oldham
OL1 1BT
t: 08701 627800
f: 08701 627801

cssenquiries@capita.co.uk
www.capita-software.co.uk