



Payment Collection and Cash Book Service

CPU's dedicated payment collection system offers you a direct debit collection service that's administered by us at CPU.

This includes online direct debit applications and monthly consolidation reports passed on to schools, so cutting down on admin for you. We have continually adapted our payment service, with input from school auditors, evolving it into a clear and concise platform.

We also have support for recollection procedures focused on problem resolution rather than simply repeatedly trying to recollect.

All contributions collected on the establishments behalf are kept in a secure ring-fenced account to provide piece of mind. The contributions are paid into the establishments account by the 15th of the following month with online statements available instantly in the meantime.

We also have extensive and intuitive reporting capabilities that include:

- Monthly direct debit summary emails
- An online direct debit summary screen allowing for an 'at a glance' view of all parental contributions and highlighting any collection issues allowing establishments to stay on top of their Mobile Learning programme

Full direct debit report that includes:

- Detailed line by line report to review each parental contribution in individually
- Summary report that provides an overview of contributions for when a simpler summary of the Mobile Learning programme is required
- Exceptions report to list any contributions that have encountered issues while trying to collect

The most important aspects of a Mobile Learning programme is managing the parental contributions efficiently and effectively to ensure the programme costs are covered. This is critical to the success of the programme and the ability to create a sustainable programme that can be refreshed for future students.

One of CPU's core ethics is transparency, and our systems reflects that by ensuring that you have instant access to all of your contribution data whenever you need it. This includes a powerful set of features and tools to help raise issues as soon as they arise and provide comprehensible methods of analysing data.



Instant reporting

The most effective way to run a successful Mobile Learning programme is to identify and resolve issues as soon as they arise. Our GENIE system provides instant access to live data, giving the establishment an accurate, up to date view of their programme. Features include:

- Email notifications as soon as a collection attempt has failed
- An intelligent recollection process that focuses on problem resolution to get contributions back on track.
- All communications sent to the student/parent are logged and available to view from our GENIE system
- Monthly direct debit summary emails
- Direct debit summary screens and shortfall reporting to raise issues as soon as they arise.

Cash book

Direct debit isn't for everyone, and for parents who are struggling with their monthly contributions, the cash book provides an alternative method to contribute and can also be useful to help make up any outstanding contributions.

The cash book allows an establishment to take direct cash, cheque or card payments towards their contributions and then reconcile them against the parental contribution records. For example, if a parent contributing towards a device wants to settle missed payments in cash to the establishment's reception, the receptionist can log that a payment has been made through the cash book. This will then automatically update the contribution balance for the order and generate a receipt for the payment

Cash Book – Opening Screen

To find the cash book, go into **Asset Management (S.A.M.)** and click **Cash Book**. This will display the following screen:

The screenshot shows the 'Cash Book' interface. It includes a header, a description, a 'Record a Payment' section with an 'Order Number' input field and a 'Search' button, and a 'Previous Payments' section with a 'School/University' dropdown menu and a table of payment records.

ID	Order No	Date	Amount
202	2914174	08/08/2014	£22.00

Record a Payment
Search an order number here to add a new payment.

Previous Payments
A log of all previous payments recorded.

- Click on an ID to view the receipt for the payment
- Click on an order number to view the order details for the payment



Recording a New Payment

To record a new payment, you must first search for the order using the search box just below the heading **Record a Payment**. When the order is found, a payment entry screen will be displayed:

Search Results

Order	Student Name	Missed Payments	Missed Amount	Standard Collection	Payment	Method	Pay
2914174	test test	0	£0.00	£22.00	<input type="text"/>	Cash ▼	Pay

Order is currently on hold. Check the box below if after recording the cash payment, you want the usual direct debit collections to resume. The parent will automatically be emailed a new payment schedule to inform them of the changes.

PLEASE NOTE: Any missed collections still remaining after the cash book payment will be collected on the next collection.

Ticking this box will resume the monthly direct debits and collect any remaining missed payments on the next collection.

Payment Summary To Date

Total to collect	£528.00
Number of collections to date	2
Amount collected to date	£44.00
Collections remaining	22
Remaining Balance	£484.00

Order Number: This can be clicked to open the order record.

Missed Payments/Missed Amount: The amount of missed contributions the order has. Missed contributions are made up from any bounced collection attempts for payments missed due to the order being on hold.

Standard Collection: The normal monthly collection amount.

Payment: Enter the amount of the payment that is being recorded

Method: The method by which the customer is making the payment, e.g. cash or cheque

Pay: Click here to record the payment.

In the example above, the user has the option to restart the monthly direct debit collections. Collections can be stopped if an order reaches too many failed collections in a row. If this is the case, ticking the box shown above will restart the regular collections. **Please note: when restarting the regular collections, any missed payments not cleared by the cash book payment will be collected on the next direct debit collection.**

Click **Pay** to record the payment against the order. If there are any missed payments on the order, these will be paid of first. The rest will be put towards the total amount remaining on the order and a new monthly payment will be generated to match the new amount remaining on the order. If a payment alters the contribution amounts or an orders regular payments are being restarted, parents will automatically get emailed a revised future payment schedule to inform them of the changes.



After making a payment, the payment success screen is displayed which provides a summary of the actions that have been taken. In the example below, an order with three missed payments and some remaining regular collections has been paid off in full:

A screenshot of a payment success screen with a white background and a dark blue border. The text on the screen is as follows:

A payment of £528.00 was successfully made on order 2914174.

Missed payments totalling £66.00 were paid off

£462.00 was made towards the total amount owed on the order. New monthly collection amount is: 0

Payments are now complete on this order.

Click [here](#) to view the receipt. The receipt can be printed from your web browser if required.

After recording a payment, you will then be prompted to print a receipt.

Receipts are covered in the next section.