

Mobile Learning

The launch of CPU's Schools Asset Management (SAM) system, and what it means to you

A short guide to the latest features to the GENIE portal, how to access and the benefits it brings to your Mobile Learning education programme.

Here at CPU, we provide more than just first-class insurance services to the education sector. We also provide the essential tools to enable schools to stay on top of a growing inventory of equipment and strive for continuous improvements of our systems based on customer feedback.

Already our GENIE system deals with all issues relating to claims, repairs, tracking and replacing equipment in an easy to understand and centralised way. Now, with this new release of the online system, schools and parents can submit claims online plus other updates and benefits.

In the following short guide, we'll walk you through the changes and explain why we made them.

What is SAM?

The Schools Asset Management (SAM) system allows a school to quickly and easily manage all assets belonging to their students within the Mobile Learning programme, whether the equipment has been processed through Mobile Learning or they have insured already owned devices with us.

Benefits of the updated system

- **Reduction in admin work:** Our old paper-based system requiring completion by both parents and schools has now been replaced with an easy to use online system, creating much less paperwork in order to submit a claim. We have also re-designed the questions on our claims, greatly reducing the amount of information required to submit a claim.
- **Quicker processing:** Our new online system means claims details are submitted instantly, with email prompts to the various parties informing them of a new claim the second it is submitted. Online processing also removes the need for claim applications to be processed once they reach us, further decreasing the time it takes to initiate the repair/replacement process.
- **Claims Tracking:** This new system has also incorporated a claims tracking system allowing you to stay informed during each stage of the process.
- **Cashbook:** This feature in Genie allows parents and schools to accept cash payments, print receipts and reconcile against the parents' account where they are making contributions.

Customer-focused features

- Claims at the click of a button delivered straight to central system, saving administration time.
- Ability to view and manage all assets from the central Genie login.
- With the rollout numbering system, schools can summarise equipment for each of the various programmes they have created.
- Equipment can be checked against order / student details to maintain accuracy.
- A surplus unit system has been developed allowing devices outside of the Mobile Learning programme to be incorporated into a schools asset list.
- Ability to update serial numbers on the system to keep records up to date.

The SAM system will also allow schools to check against the device if there is a parental contribution and reports at a glance on how many outstanding payments are to be made.

Online claims reporting

The online claim reporting allows parents to place claims online, which will send email prompts to the school. From there, schools can login to Genie, check the details and submit the claim to CPU.

The screenshot shows a web form titled "Mobile Learning" with a sub-heading "Register a Claim". The form is set for the "United Kingdom" and includes flags for the UK, France, and Germany. The instructions state: "Please use the form below to enter details on the claim." The form fields include: "Date damage occurred? (DD/MM/YYYY)*", "Parent/Guardian Name*", "Contact Email*", "Contact Number*", "Student Name*", "Student Age*", "Student Year Group*", "Was the device in it's case at the time of damage?*" (with a checkbox), "If yes, please confirm the exact make and model of the case", "How did the damage occur? Please start from the last time the iPad was intact and describe everything that happened in as much detail as possible up until the damage was reported to the school.*", "Describe the damage to the device*", "Where did this damage occur?" (with a dropdown menu and "Exact Location:" label), "Describe the condition of the iPad prior to the accident*", and "Who witnessed the incident? Please include their names and contact details*".

To make a claim, head over to www.cpu.co.uk/claim, enter the serial number of the equipment and fill out the relevant details. It's as simple as that. From your Genie login, you can then review any claims

placed by parents for your school. A short questionnaire is then required, before submitting your claim direct to CPU team. After that, the repair/replacement process begins.

Submit Claim

Please complete the following questions and then click submit to pass the claim on to our claims team. You must complete all fields in order to submit the claim.

Can the problem be resolved simply (faulty charger/blown fuse)? Yes No

Is the damage cosmetic, or due to wear and tear (e.g. scratches)? Yes No

Was the damage genuinely accidental? Yes No

Was the iPad securely covered by its protective case at the time? Yes No

Was the case an approved case? Yes No

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Claims Submitted Online

UCL

Below are a list of claims submitted online. Click on the claim ID to view the details or click submit to complete the claim and forward it to our claims department.

Date Submitted	Claim ID	Parent	Student	
12/07/2013	8231	Joe Bloggs	John Bloggs	<input type="button" value="Complete Claim"/>
12/07/2013	8235	Martha Caraveo	Fred Caraveo	<input type="button" value="Complete Claim"/>
15/07/2013	8237	David Smathers	Annie Sheen	<input type="button" value="Complete Claim"/>
15/07/2013	8241	Darren Shipp	Sarah West	<input type="button" value="Complete Claim"/>

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Claims Tracking

To view details on a particular claim or check repair status, first login and access Calls Handling, then Search Calls. Type in your search criteria and click Browse Results. You can also select List Results for a full report. From the list of results, click on an entry to open that claim which will display the following screen:

Call

Call Details

Company: [Redacted]

Contact: [Redacted]

University: West Derby School

New Call Notification Sent: No

Call Start Date: 12/07/2013 11:27:43 Call ID 7844 Call Ref **Not yet issued**

Call End Date: 12/07/2013 11:27:00

Taken By: [Redacted]

Call Type: Technical - Fault

Category: [Redacted]

Status: With Repairer – Await Quote 19/07/2013 10:54:49

Excess Applied: No

Excess Amount: £0.00

Incident Details

Parent Name: [Redacted]

Student Name: [Redacted]

Student Age: [Redacted]

Student Year Group: 12E

Item (E.g. iPad): iPad

When: 17/09/1987

Where: [Redacted]

In A Case: Yes

Type of Case: testCase

How: I had just got back from school and had put the iPad on the table. As I turned around it slipped off the edge and landed on the floor.

Damage to device: Screen is cracked

Condition of device prior to accident: Excellent

Witnesses: None

Prevention of damage occurring: iPad was kept in its case at all times

Steps to be taken to prevent future damage: Put iPad in safer places

Scroll to the bottom of this screen to view the status updates for this claim:

Status Log

Date	Time	Status	Added By
19/07/2013	10:54:00	With Repairer – Await Quote	Greg Parker
19/07/2013	10:51:00	Confirmed by School	
12/07/2013	11:27:00	Submitted Online	

Managing Orders and Parental Contributions

Another level of asset management is found in the asset register, where parent and student details are stored by device. There's also a summary of the parental contributions, including claim totals. A detailed status history page is available allowing review of an order's progression, including a full payment and claims history.

Order No 2901756 School Order No 15 School Leasing Scheme

Mobile Learning, Apple Financial Services / MCC Digital
 Customer [Redacted] Order Date 18/06/2012
 School Pudsey Grangefield School
 Pupil Forename [Redacted] Surname [Redacted] Class 10KI Year 10
 Email [Redacted]
 Address [Redacted]
 Equipment
 New iPad 16GB Wifi
 New iPad 16GB Wifi
 Amend Equipment
 2 Years Theft & Accidental Damage Insurance
 Parental Contribution
 24 Monthly Payments of £19.57
 Total to collect £469.68
 Number of collections 10
 Amount collected to date £195.70

Order No 2901756 School Order No 15 School Leasing Scheme

Date	Status	F/U Date	Approval Number	DD	Amount	Details	Bank Rec
05/07/2013	Direct Debit Collected	05/07/2013			£19.57 Regular: £19.57		No
05/06/2013	Direct Debit Collected	05/06/2013			£19.57 Regular: £19.57		No
05/05/2013	Direct Debit Collected	05/05/2013			£19.57 Regular: £19.57		No
05/04/2013	Direct Debit Collected	05/04/2013			£19.57 Regular: 19.57		No
05/03/2013	Direct Debit Collected	05/03/2013			£19.57 Regular: 19.57		No
05/02/2013	Direct Debit Collected	05/02/2013			£19.57 Regular: 19.57		No
07/01/2013	Direct Debit Collected	07/01/2013			£19.57 Regular: 19.57		No
05/12/2012	Direct Debit Collected	05/12/2012			£19.57 Regular: 19.57		No
05/11/2012	Direct Debit Collected	05/11/2012			£19.57 Regular: 19.57		No
05/10/2012	Initial Payment Collected	05/10/2012			Extra Charge on Initial Payment: 45.00		
05/10/2012	Direct Debit Collected	05/10/2012			£19.57 Regular: 19.57		2192
07/09/2012	Direct Debit Registration	07/09/2012					
07/09/2012	Equipment Collected	07/09/2012					
07/09/2012	Equipment Dispatched	07/09/2012			Serial Number [Redacted]		
07/09/2012	Equipment Ordered	07/09/2012					
07/09/2012	Master Lease Schedule Signed	07/09/2012					
06/07/2012	Signed Forms Received	06/07/2012					
06/07/2012	Confirmed Student	06/07/2012					
18/06/2012	Card Cleared	18/06/2012				GAP & Misap. Insurance required - [Redacted]	
18/06/2012	New Order	18/06/2012				Scheme does not require advance payment	
	DD Balance				£195.70	Internet Order	

Insurance Applications for this customer 7091721 7098301

Future Developments

CPU are very pleased to be able to announce the initial release of the SAM system and we have many developments planned for this system including:

- Equipment Swapping: Re-allocate equipment within Genie, for example if a new student joins and they are given a device from the schools surplus supply.
- Extensive reporting facilities: A host of informative and performance based reports on assets, parental contributions and claims.

A clear, transparent and informative overview of your programme ranging from quotes and programmes that are starting, to claims management and summaries of currently running programmes, all compiled into one easy to use system.




About CPU Group Ltd

CPU Group Ltd is expert in creating equitable, seamless solutions, and holds a market leading position as an integral partner in education. Created by your school in conjunction with, your local expert education computer supplier and CPU Group Ltd, our Mobile Learning programme is a secure online system that offers the latest portable computers and software, simply and affordably, underpinned by our secure online system.

CPU prides itself on creating win-win mobile learning solutions and products for schools, parents, resellers, finance and insurance companies. Our programmes are, built to be education-centric and with true points of difference to its competitors.

Using its unique centralised IT, insurance and finance system, already this year CPU has helped sell over 170,000+ new policies (First quarter 2013, combined total in UK and US).



Links & contact

www.cpu.co.uk/ml

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