

# The Total Payment Solution: MySchoolBucks in Colorado Springs School District 11

CASE STUDY 

Colorado Springs School District 11 (Colorado Springs, CO) sought a district-wide online solution that would streamline the payments process for parents, schools and staff. The solution would initially be used to collect and manage payments for yearbooks, tests and other fees, eventually encompassing all school-related items including tuition, athletics, music, summer programs, events and more.

Initially through the RFP process, Colorado Springs selected another payments provider. However, prior to implementation the District realized the provider was unable to meet their needs. Having experienced Heartland's proven track record of unparalleled support and industry-leading products, Colorado Springs selected MySchoolBucks as their payments partner of choice.

“ ***I'm so pleased that we contracted with Heartland - all of our folks who have worked with Heartland feel as though we are their most important customer.*** ”

- Tina Koenig, Senior Contract Specialist

## THE CHALLENGE

Colorado Springs School District was searching for a single solution that would provide staff with absolute financial accountability, automate manual processes, manage registration information, relieve the district of associated payment processing costs and meet the following objectives:

- Provide parents with a secure, easy to use, convenient central website to register and pay for all school-related items
- Deliver administrative services for staff members with robust reporting for accounting, reconciliation, control and visibility
- Integrate a payment portal with PeopleSoft, the district's accounting system, and the district SIS (Student Information System)
- Provide consistent, reliable staff training and support

## Fast Facts

 **60**  
School Sites

 **29,500**  
Students

 **\$400,000+**  
Processed to date

 **1,500+**  
Store items

The right system for Colorado Springs would revolutionize the district payments process, provide fully compliant best practices industry security and assist Colorado Springs in reaching their technology and innovation objectives.



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## THE SOLUTION

Colorado Springs School District chose to partner with MySchoolBucks for its secure, robust and highly functional suite of payment features. Heartland's approach, commitment and dedicated team would ensure staff and parents receive the support they need to make this solution a success. MySchoolBucks would empower Colorado Springs to transform the way payments are accepted, accounted for and handled throughout the district.

## THE RESULTS

Colorado Springs began accepting online payments just one month from time of contract. District parents were already making online payments for school meals and quickly embraced this solution when its use expanded for other school purchases. The initial success of this roll-out, combined with the proven history from meal payments, compelled Colorado Springs to add over 1,500 items to their school store and initiate card present transactions for their print production operation.

## TRANSACTION BREAKDOWN (Percentage of total volume processed from Oct. 2013 to Nov. 2014)



## TOP SELLING STORE ITEMS

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### Field Trips

  - Disney World Field Trip
  - Out-of-State College Fair
- 

### Event Tickets

  - Craft Fair
  - Theatre Productions
  - Banquets/Luncheons
- 

### Academics

  - Tuition Payments
  - Class/Art Fees
  - Supplies/Workbooks
- 

### Athletics

  - Athletics Fees
  - Uniforms
  - Equipment
- 

### School Items

  - Yearbook Sales
  - Lanyards/Planners
- 

### Summer Programs

  - Summer School Fees
  - Summer Sports
- 

### Music

  - Band Shirts
  - Instrument Fees
- 

### Donations