



Payment Collection Manager

Product Guide

For the internal use of clients of Burnetts only

Introduction

In 2003 Burnetts launched a commercial BACS Bureau (Direct Debits).

In 2006 Burnetts launched our first Direct Debit collections scheme in the education market.

We have developed a bespoke product to help manage the collections of payments in education.

The service

Our Payment Collection service enables schools to pass the cost of 1:1 device schemes on to the parents or other contributors.

Our service enables the school to retain control over the scheme whilst minimising the administration associated with running a scheme.

Online sign up

Burnetts supports clients through:

- Integration of the service into the client's own online sign up system
- Integration of the service into third party software suppliers
- Provision of a simple sign up service through a dedicated website

Each of the above solutions validates the payer's bank details in real time, leading to higher take up and instant reporting for schools.

School branded transactions

Maintaining payments from parents is critical to the success of one-to-one device schemes.

To ensure the maximum number of collections each month and for the duration of the scheme, Burnetts supplies each school with their own, personalised Service User Number (SUN).

Each unique Service User Number gives the school the ability to brand the description that appears on the payer's bank statement.

A Service User Number is required each time a new school wants to set up a scheme. You may request a Service User Number through the page on the Burnetts Client Portal or contact [**bacs@burnett.co.uk**](mailto:bacs@burnett.co.uk)

School branded correspondence

Schools have the option of branding the correspondence. This can help with parental engagement with the scheme and reduce the risk of parents withdrawing from the scheme.

Managing defaults and missed payments

Burnetts manages all aspects of the administration of the scheme.

A member of the Burnetts team will personally manage the conversations with each parent, including email and telephone conversations.

- Schools are notified of all defaults / cancellations within 5 working days
- Schools are notified what actions have been taken

There are no additional charges for any aspect of the Burnetts service.

Monthly status reports

Burnetts provides monthly reports to schools giving them:

- The status of each parent's payment (in arrears, outstanding balance, breakdown by month, commentary)
- Full visibility of the performance of the collection service

Options

Schools can customise the Burnetts service in a number of ways:

- Choose the collection date to make sure funds are collected in time for any lease rental payments.
- Choose how long between a default and representing the collection – between 10 and 31 days. The exact time will depend upon how the schools manages its cash flow. We recommend waiting for 10 days before representing the collection.
- Branding of correspondence. Schools can choose from their own branding, Burnetts branding or a combination of both. We recommend school branded where the schools wants the service to look like it's run by the school and Burnetts branded where they want it clear a third party manages the Collections.
- Correspondence content. We will provide schools with recommended text for letters. Schools can change this text as much or as little as they wish.
- Gift aid schemes. The Burnetts Payment Manager service can be used for collecting Gift Aid donations. The school must have a charitable body use this option.