

Partnering with PaySchools Allows Large District to Serve Up Fast, Excellent Results



“It’s a partnership. PaySchools and we are on the same page. They’re genuine about wanting to make our jobs easier with their products. You can feel that in their support.”

Shannon Solomon,
Food Service Director,
Aurora Public Schools

With the 2018-2019 school year fast approaching, Shannon Solomon was ready to move to a new cafeteria cashiering and lunch payment system.

“Our old system was outdated,” said Solomon, Food Services Director for Aurora Public Schools, a large K-12 district in the suburbs of Denver, Colorado. “We weren’t even able to track which menu items students were selecting.”

Solomon had chosen PaySchools’ nutrition services software and hardware products. School would start in one month.

“For a district of this size, this was a short period of time to have the implementation completed,” said Rick Killian, PaySchools Vice President of

Operations. “But we strive to provide customer support that is second-to-none. The key was teamwork along with excellent organization and planning.”



CHALLENGE
Replace outdated cafeteria cashier system



SCOPE
66 schools
24,000 lunches a day
12,000 breakfasts a day



TIMELINE
One month

GETTING UP AND RUNNING

While it was installing cashiering systems—touch-screens, drawers, pinpads, and more—at all 66 schools and connecting up its cloud-based software, PaySchools began to train the Aurora district team.

“We started with administrators,” said Nancy Sutton, PaySchools’ installation lead. “Next were kitchen managers and finally cashiers.”

This top-down approach allows the administrators and kitchen managers to see and hear the process several times, which enables them to support their staff when the go-lives happen. And the trainings were fun. The school staff liked having terminals to touch and feel.”

“We had upwards of seven PaySchools team members working on this implementation, from data collection to setting up student imports, setting up and installing hardware and software, and training,” Killian said.



SOLUTION

PaySchools QuikLunch
PaySchools Central
PaySchools QuikApps
PaySchools cafeteria
POS hardware
PaySchools’ second-
to-none support

“The training process was extremely supportive,” Solomon said. “We chose PaySchools in part because of the support and hands-on training.”

HOW IT’S WORKING

Once school started, the new PaySchools system proved up to the task.

“It’s much more efficient,” Solomon said. “The touch screens are amazing. The look-up by last name is great. The line movement is good. Putting money on students’ accounts works well. The fact that parents and all of us can see accounts and have access to what students are ordering is great.”

Behind the scenes, the system’s management features are making nutrition services administration easier, too.

“The reporting is very, very user-friendly,” Solomon said. “I can easily figure things out. And now, finally, we can see what students are ordering in the lunch line! We’re changing our menus as a result of the new reporting capabilities.”

“When I’m confused about how reports are pulling in data, I can just call PaySchools,” said Katie Lopez, Assistant Food Service Director. “They’ll create the reports I want.”

“PaySchools will do whatever it takes to satisfy the customer’s needs,” said PaySchools Technical Support Specialist Justin Esber. “If something doesn’t exist, we will find a way to provide it.”

And what about the inevitable bumps in the road? “You can’t build Rome in one night,” Solomon said. “There have been hiccups, as there will be with any new software company, but Payschools works with us and they truly really LISTEN and that is HUGE!”

“If you’re looking for a company that cares as much as you do about serving meals creatively and efficiently, PaySchools is great,” summed up Solomon. “I want to continue our partnership with PaySchools and hope it goes on for a long time.”



RESULTS

Efficient cashier systems
Parent-friendly online and
in-person lunch payments
Effective reporting
A partnership that’s
working well today and
promises even more
remarkable achievements
tomorrow

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