

# CHARLOTTE LATIN SCHOOL

## BENEFITS FROM INSIGHTFUL INDEPENDENT SCHOOL PAYMENT EXPERT

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As the business officer for a school with three campuses, more than 200 employees, and 1,400 students, one of Paul DuPont's main concerns is efficiency. He wants to make sure he gets the most out of every minute in his day and every dollar he spends. That is why he was delighted when Diamond Mind went beyond his expectations. They understood his challenges as a school business officer who needs to effectively use electronic payments, and took real work off of his desk.

### Training PTA Leadership Required Too Many Hours

In 2011, Paul replaced his processor in one area with Diamond Mind payment services. He was happy with the rates, the customized reports, and the easy parent interface they offered. Paul was also pleasantly surprised to find that his account manager was in constant touch with him to ensure that everything was going smoothly.

In one of their frequent conversations, Paul mentioned that the annual reshuffling of PTA leadership created a fair amount of work for his office. He had to walk every new team through their options for accepting payments for their events, and then help them integrate the vendors they decided to work with.

### Diamond Mind Now Handles the Training

The Diamond Mind account manager explained to Paul the company's commitment to client service, and how they would train anyone using Diamond Mind payment services at their school, including PTA volunteers. All Paul had to do was set up a merchant account with Diamond Mind for the PTA, and their experts would train each new PTA team on how to use the account and process payments. Establishing the account would create consistency for the school. Handing training over to Diamond Mind would ensure each new team would have direct training on the most current features and options. Paul was quick to agree to this change, which would save him hours every year.

When the development department was planning their annual fund auction, Paul checked to see if Diamond Mind had any suggestions to help them accept payments more quickly for this one event. They thought it over and came back to Paul with a new idea: Borrow 10 Diamond Mind mobile card readers for just two weeks at a set fee. Diamond Mind then trained Paul's team on their use, taking another "to do" off his desk.

Today, Paul is sure to check with Diamond Mind whenever he encounters a new payment situation.