

School Saves Money with Help from the Independent School Payment Experts

The Pardes Jewish Day School (Pardes) in Phoenix, Arizona, was working with several different vendors to process payments for their field trips, enrichment classes, athletic activities, lunches and donations. Patti Evans, the school's business officer, and Marilyn Tenud, their accountant, wanted to consolidate some of their processing with a single provider, and offer a credit card option for tuition payments.

Processor's Advice on Fees Did Not Sound Right

The school thought they had settled on a single processor that offered them excellent rates. They asked the provider to explain the requirements for assessing convenience and surcharge fees. When the processor they were considering told them that they were prohibited from charging these fees, they knew something was wrong.

Patti and Marilyn had recently attended a Diamond Mind presentation on convenience and surcharge fees at the National Business Officers Association conference. During the presentation, they learned that the rules for these fees were a little more nuanced than this vendor described. In truth, convenience and surcharge fees can be assessed in many situations as long as the limitations and procedures are understood and followed carefully.

It was clear to them that the processing vendor they were talking to did not understand how the nuances applied in a school environment. They decided to discontinue the relationship and look for a new vendor: Diamond Mind.

Expertise on Independent Schools a Decisive Factor

After this experience, the school officers understood the importance of working with a payments expert that specialized exclusively in independent schools.

Patti called Diamond Mind and was connected with a personal account manager who was able to walk her through the rules related to convenience fees, surcharge fees, and discount for cash as they apply to independent schools. The account manager explained how the different options could be implemented on the Pardes website.

The Pardes team was reassured by Diamond Mind's expertise and, when they were also able to offer the school excellent rates, their decision was made. Today, Diamond Mind processes online donations for Pardes, as well as tuition payments that include a surcharge fee.

To learn more about Diamond Mind
visit us on the web

www.diamondmindinc.com