



DIAMONDMIND

FENWICK
HIGH SCHOOL

RESULTS

- Reduced expenses and accelerated payment deposits**
 Consolidation of all payments across the entire campus simplifies and streamlines the process
- Implemented campus-wide visibility to all payments**
 Single online dashboard shows all payments from donations to parent association dues to event fees and tuition
- Realized hassle-free reconciliation**
 On demand, customizable reports improves the accuracy of how the school manages and balances its budget
- Reduced costs and time to process payments**
 Online forms with pre-populated fields provides a faster and more intuitive payment experience

“Not only do I use Diamond Mind in my office, I also use it to pay my children’s school expenses at their school. As a parent, I love it - I get my electronic statements every month and payment forms are pre-populated, making the payment process for school expenses simple and fast.”

Susan Heglin, Director of Finance and Accounting, Fenwick High School.

ONLINE PAYMENT PROCESSING

Fenwick High School Moves from Paper Checks to Efficient, Hassle-Free Online Payment Processing

SCHOOL PROFILE

Fenwick High School is a co-educational, Catholic, college preparatory school that was founded in 1929, firmly rooted in the Dominican tradition.

THE CHALLENGES

Create a more efficient approach for capturing, processing and managing payments

Private schools process thousands of payments each year – events, donations, teacher expenses, school store purchases, meals and, of course, tuition. Manual processing, tracking, managing and reconciling these payments is extremely time-consuming and costly, and it often results in a frustrating payment experience for parents.

“When I first started at Fenwick High School, we had multiple merchant accounts, and our payment processing costs were escalating. The business office was scanning each individual check before depositing it, a very time-consuming process,” said Susan Heglin, Fenwick High School Director of Finance and Accounting. “Also, we did not have full visibility into payments so when we needed to reconcile payments, it added even more time to the process. I knew we needed a better solution.”

“Before Diamond Mind, our staff had to manually scan and process each incoming individual check payment. You can imagine how much time and effort that took. With Diamond Mind, payments are now made online, which means we now have more time to focus on tasks that really help our students and parents.”

Susan Heglin, Director of Finance and Accounting,
Fenwick High School.

Find proven solution to quickly streamline and reduce costs of payment processing

Having successfully used Diamond Mind at her previous school, Susan was familiar with the benefits of Diamond Mind’s payment solutions, and that they are deployed very quickly. “I knew that Diamond Mind’s solutions consolidate merchant accounts, automate payment processing and provide a complete view into all payments across campus. I was always satisfied with the level of service Diamond Mind provides, and the company’s training programs and intuitive product design makes their solutions easy to use,” said Susan.

“I use a Diamond Mind payment solution to pay my children’s school expenses online. As a parent, I love it; I get electronic statements every month, online

payment forms are pre-populated, and payment for all school expenses is simple and fast.”

THE SOLUTION

Consolidate multiple merchants and payment methods into a single electronic payment processing system

Fenwick High School started by using Diamond Mind’s solutions for processing credit cards. According to Susan, Fenwick High School almost immediately noticed great improvements in its payments processes. Later, Susan realized that Diamond Mind accepted all types of electronic payments including eChecks / ACH. “Once I learned we could accept checks electronically through eCheck, we added that capability as well. Diamond Mind also worked with our merchants to make sure that all processes were consolidated and streamlined,” said Susan.

Diamond Mind also consulted with Susan to provide insight into ways to reduce merchant payment processing fees. Customizable reporting features of the solution ensure that Fenwick’s business office has real-time, campus-wide visibility to all payments. According to Susan, “We are now confident payments are processed through the best merchant for the job, and we can also see which payments are deposited into our bank account and when.”

THE RESULT

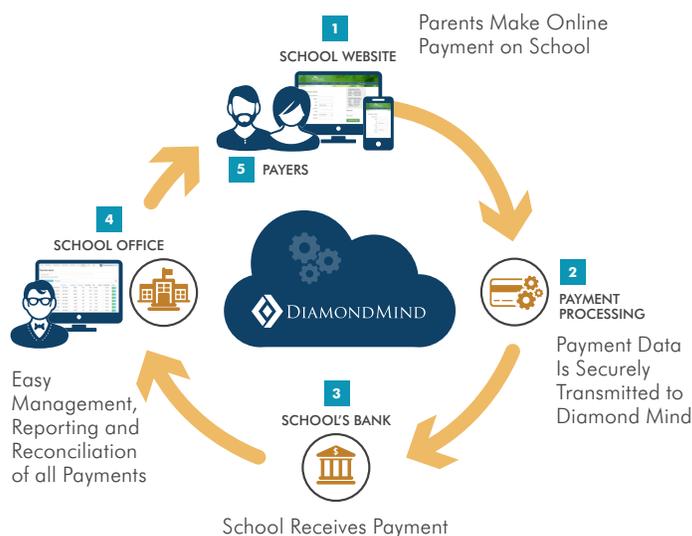
A payment process partner that looks out for our best interests

With Diamond Mind’s payment processing solution in place, Fenwick High School now processes most of its payments electronically. “The transition has been great! Not only have we freed up time for our staff to do more important tasks, but we are realizing additional benefits as well. We can more easily reconcile payments each month and payments are deposited in the bank much more quickly,” said Susan.

“Diamond Mind really looks out for Fenwick’s best interests. The Diamond Mind team taught me about the importance of maintaining PCI compliance and how to anticipate what to do to ensure our system remains compliant,” said Susan. “With Diamond Mind I also have a dedicated person I can call when I have a question, and the turnaround time for getting answers is quick.”

“Now that an electronic payment solution is in place, we are looking for additional ways to leverage the Diamond Mind solution,” said Susan. “In fact, this year we started using the payment processing functions for summer schools and camp registrations and payments, and parent feedback has been great. Given this input we are also looking at other Diamond Mind payment solutions.”

Payment processing made easy



“We have expanded use of our Diamond Mind payment solution to include camp and summer school registrations and payments; the feedback from parents has been great.”

**Susan Heglin, Director of Finance and Accounting,
Fenwick High School**



For more information visit
www.diamondmindinc.com or
email info@diamondmindinc.com

Diamond Mind is the leading provider of digital payment solutions for independent K-12 schools, making payment processing fast, easy and parent-friendly. Over 1,000 schools rely on Diamond Mind to enhance revenues, increase flexibility, and improve the payment experience for schools and parents alike. Our cross-campus payment solutions include tuition, online giving, summer programs, purchase card programs and more.