

# STILL GOING STRONG



GLASTONBURY HIGH SCHOOL

**More than a decade into using RevTrak and Food Service Solutions, Glastonbury Public Schools are still finding new benefits.**

**District:** Glastonbury Public Schools

**Location:** Connecticut

**Size:** ~6,000 students

Rare is the product or service that still generates overwhelmingly positive feelings many years after it is purchased. Anyone who has ever worked for a school or district has seen it: Sales and customer service reps leave a vendor, a school district's needs change and so-called product "enhancements" irk longtime users.

So, it's refreshing to find officials at Glastonbury Public Schools in Connecticut enthusiastic about the RevTrak online school payment system the district adopted in 2012, as well as the cafeteria sales and management system from Food Service Solutions that's been in place for more than 11 years.

The district's finance manager and its food service director rave about the flexibility of each product and about the superior customer service they receive. It's a winning combination that reduces cash-handling, staff time and the headaches that accounting for cash and checks can bring.

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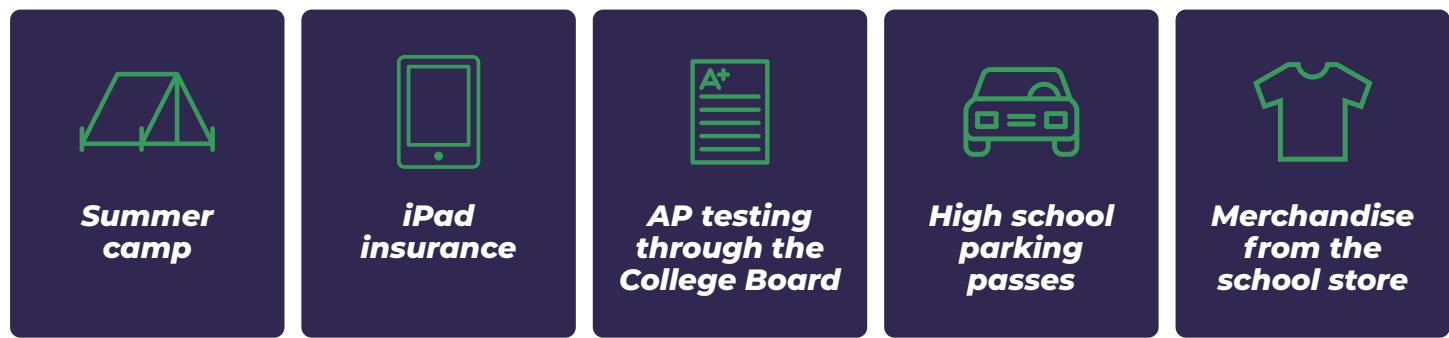
**Karen Bonfiglio**  
Finance Manager



## ***Payments for parking passes, iPads and more***

“The support we receive is amazing,” says Karen Bonfiglio, the finance manager who’s been with the district for 32 years. In fact, Bonfiglio spearheaded the effort to adopt RevTrak in 2012. “That’s what I like, because I’m the person who hears about it when there’s a problem.”

Purchased initially to enable the district to allow people to pay for adult education classes, RevTrak has become an invaluable payment tool for all students, with new uses being added nearly every academic year. Parents, guardians and others use RevTrak to pay for:



“In addition to reducing the amount of cash in schools, RevTrak saves considerable staff time,” Bonfiglio says. “For things like iPad insurance, staff were keeping up with spreadsheets of who had paid and who hadn’t, then tracking those students down. With RevTrak, you can view at a glance who’s paid and who hasn’t.”

District regulations mandate that cash collected at a school be brought to the central office once or twice a week. Online payments through RevTrak reduce those trips for school personnel.

The finance director remains pleased with the flexibility of the system. For instance, the district can decide on a case-by-case basis when to apply a \$2 convenience fee paid by families and parents for online purchases. And refunds are completed at the push of a button.



***One interesting use of RevTrak is for parents to pay for their child's participation in the FIRST robotics competition – a team organized by district parents rather than staff.***

"We don't generally allow parent groups to use RevTrak, but robotics is very popular in the district, and parents were getting overwhelmed," Bonfiglio says. Rather than parents paying activity fees to coaches, who then had to keep track of the funds, that money is collected and accounted for in RevTrak. When teams produce receipts for payments, those funds are reimbursed through the system.

Paying for parking fees through RevTrak was new this academic year, and the finance director sees future uses for the system, including paying for athletic events and student fees.

Asked about the top criteria schools and districts should look for in a payment solution, Bonfiglio immediately pointed to customer service, noting that ***RevTrak staff were invaluable when uploading photos of merchandise features on the district's RevTrak Web Store.*** She also likes the fact that funds can be deposited into multiple accounts, which assists with recordkeeping, and that sales tax can be added or not, depending on what's being purchased.

"During the procurement process, RevTrak put on several demonstrations for different audiences," Bonfiglio remembers. "They got back quickly with answers to any questions that we had, and that relationship has continued just as strong and just as collaborative ever since."



## **Flexibility is key to cafeteria payment solutions**

**Uses:** Point-of-sale software and online payment portal  
**Adoption rate:** ~67%  
Client for 11+ years

Whether a district is looking to offer online meal payments, track sales, speed up lines or help plan menus, Food Service Solutions offers the tool districts need. For more than 30 years, schools have streamlined menu planning and the check-out process using Food Service Solutions. Glastonbury has used FSS tools for more than a decade. And, they say, they've never had a reason to change.

Jessica D'Agnese, food service director, has been with Glastonbury Public Schools for 11 years. Point-of-sale cafeteria software from Food Service Solutions and the online payment portal for parents have been in place in Glastonbury schools much longer than that.

When asked about the longevity of the product, D'Agnese quickly says,

**“We haven’t had any reason to change. It’s a great product. Employees are happy. Parents are happy. I’m happy with the customer service, and updates to the program occur frequently.”**

Nearly two-thirds of parents use the portal to pay for meals online, which reduces the amount of cash workers handle and keeps the lunchroom lines moving. Older students input PINs to pay for their meals, while kindergartners and some lower-grade students at the district's magnet school get swipe cards so they don't have to remember their PIN. Classroom teachers keep the swipe cards, passing them out to students in the lunch line. Cafeteria workers swipe and retain the cards before returning them to the teacher.

D'Agnese appreciates the flexibility of the system for both parents and district staff. Parents can choose to pay only for meals and à la carte items such as snacks or partial meals. They also can set up low-balance reminders, track a student's meal purchases for 30 days in the payment portal and even move money between their children's accounts.

Food Service Solutions interfaces with the district's robocall system to send out notices when lunchroom balances fall below zero. The food service director personally likes the robust reporting functionality of the system. D'Agnese can access the day's lunch report as soon as registers are logged off. She can see meal counts and sales by day, month and year, by school, by grade, by eligibility for free or reduced meals and more. The latter feature makes it easy to run reports necessary to receive federal reimbursement for those meals. Finally, tracking meal purchases helps the food service staff better plan future menus.

Sales screens for cafeteria staff are customized for the items the district offers in its cafeterias, and D'Agnese works with Food Service Solutions when changes need to be made. Since the system predates D'Agnese, she says time savings are difficult to quantify. However, she's positive they are considerable.

"I'm sure the previous processes were very time-consuming," D'Agnese says. "There's no doubt that lines move quicker, that less cash is handled and that (National School Lunch Program) eligible kids are identified quickly."

Day to day, D'Agnese says she doesn't give the cafeteria payment system much thought, which means that it's working exactly as it should. "It's one less thing I have to worry about," D'Agnese says. **"The customer service is excellent when I have a need, quick to get on and solve the problem. The solution perfectly fits our needs. It's user-friendly and easy to operate."**

**"What other solution can do that?"** the food service director says.



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