

CUSTOMER SUCCESS STORY:

Brock University

Replacing cheques with online payments has strengthened customer service

COMPANY PROFILE

Company Name:

Brock University

Location:

Ontario, Canada

Industry:

Education

SOLUTION AT A GLANCE

Challenge:

Manual and time consuming process for graduate payments

Solution:

Payee Manager automates the graduate payment process

Results:

Reduced costs and improved customer service

The Challenge:

Manual process tests students and staff

Brock University services more than 18,000 full time and part time students each year, which makes dealing with graduate cheques a significant task. Previously, the University would print individual cheques that graduate students would have to come in and collect.

This was problematic for a number of reasons. First, the cheques are released at the same time that undergraduates are paying tuition fees. This meant students faced lengthy queues which led to student service issues. In addition, if a student didn't have appropriate ID they couldn't collect their cheque.

From a staff perspective, the process was manual and time consuming. Cheques had to be dug out of a filing system, and then reviewed to ensure the amount was correct. Cost was another concern, with a hard cost of \$4.00 being spent on cutting each cheque. And, if the graduate was located overseas the University had to spend time arranging to mail the cheque out.

Brock University realized that to strengthen graduate student service and reduce administration, it needed a way to pay graduates directly into their bank account.

Payee Manager has turned a manual task into an automated process.

The Solution:

Automation makes graduate payments fast and easy

The University approached Western Union Business Solutions and was introduced to Payee Manager, a feature of the WU® GlobalPay Platform. Brock University can now send funds directly into students' bank accounts, while the students manage their own banking instructions and track payments.

The University was aware that students preferred not to provide their bank account information, a challenge that Payee Manager was able to contend with. In addition, Payee Manager has turned a manual task into an automated process that involves a simple file upload verses cutting a cheque.

"Western Union Business Solutions was driven to meet our expectations," said Joshua Tonnos, Director, Accounting and Treasury, Brock University. "The turnaround time on implementation was amazing. If they identified a bug, it would be fixed right away. Western Union Business Solutions customer service gets 10/10."

"Western Union Business Solutions has exceeded our expectations by providing a reliable and cost effective payment service. This partnership has led to significant operating efficiencies and enhanced Brock's ability to provide improved financial services to our world class students."

Bryan Boles
Associate Vice-President, Finance
Brock University

The Results:

Lower costs and satisfied graduates

Payee Manager has created overall cost savings for the University because it is much cheaper to process an online payment than cut a cheque. With 500 payments made at the beginning of each term, and on-going payments of 5 – 10 a week in between, the cost savings are significant.

The automated process for initiating graduate payments requires less resources, and reduces the margin for human error. Staff no longer need to manually search for a cheque or arrange mail outs. Minimizing the use of cheques has also reduced Brock University's exposure to fraud risk.

The most important benefit has been graduate student service, with students no longer having to physically visit Financial Services on campus and stand in queues to claim their cheques. Whether the student is located in Canada or overseas, they now receive their payment efficiently and easily, direct to their bank account.

For more information, please contact us:

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