esenda

School Onboarding
Success Checklist

esenda transforms how schools handle payments, eliminating fraudrisks, automating reconciliation, and reducing admin workload. Follow these three simple steps to unlock its full potential and create a seamless payment experience for your school and parents.

Your esenda Success Checklist:

1. Remove bank details from invoices ✅

Use Payment Links only for fraud-free transactions.

Invoice scams cost UK schools over £15,000 per attack. By swapping bank details on invoices and emails for secure esenda Payment Links you dramatically reduce fraud risks.

How to Implement:

1. **Upgrade to a secure invoice template** (free with WCBS)
2. **Use one-click Payment Links** instead of sharing bank details
3. **Communicate the change** with parents and staff - to protect their payments, bank details will never be shared via email.

2. Ensure parents know how to pay ✅

Use our staff and parent resources to ensure your parents understand how to pay.

Well-informed parents = fewer late payments, reduced admin, and fewer finance queries.

How to Implement:

1. **Share esenda parent resources,** including videos and payment guides, both via email and on your website.

2. **Include in Termly Communications,** like newsletters and fee notices, to reassure and remind parents.

3. Update your website ✅

Add a "How to Pay" section to your school website

Empower parents to self-serve, and reduce your own enquiries as you do.

How to Implement:

1. **Create a dedicated "How to Pay" section** or page on your website, linking out to the appropriate parent resources, and using our website wording guide.

2. **Embed your school's unique Payment Link** to enable parents to make quick, secure payments (It will look something like https://epay.esenda.com/your-school)

3. **Ensure finance and admissions teams** always refer parents to this page.

Need a hand?

We're happy to help with any of the steps above, or with creating any more specific resources your school might need. Just drop us a line at support@esenda.com.