

University and Higher Education

Transaction management and student charging
Monitor systems reduce costs with simple-to-use reporting and reconciliation
improve security and convenience for everyone on campus



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Monitor technology reduces operating costs and improves campus life

Universities, technical institutes and community colleges are automating millions of transactions on campus for greater reporting, reduced costs and no cash handling.

The result – time and money saved from administration can be better spent on learning and teaching.

The key is a comprehensive transaction management system like Supervisor Net to charge all activity to student or staff campus accounts.

Students pay for services and purchases from money in their account, accessed by ID card, user code or biometric identifier.

Staff can allocate print, copy and other expenses to departmental accounts, improving financial control. Supervisor Net authorises and tracks staff use of services and devices, so a university is able to define who uses them and when. It can enforce sensible print policies to reduce waste.

Students pay for, staff charge what they use

Students can pay library fines, parking, printing, PC time and laundry, as well as buy goods and services on campus and at local merchants, all through their account.

A student card can now be everything - an ID, library, building access and charge card, when it is linked to one account that processes all activity.

With students able to swipe a card or key a code for self service in libraries and departments, staff are freed from collecting and reconciling cash.

Many universities and banks together offer students a bank debit account accessed through a student card. Supervisor Net can route students' campus transactions to this account, if they choose. This way a bank debit account can be used to pay all study and living costs, including on-line purchases.

The more services that can be bought using a campus account, the greater the 'float' of credit which pays interest to the university. The more services paid for through the account, the greater the revenue.

Use existing systems, existing devices, existing cards

Monitor's software integrates seamlessly with most campus student information, financial, library and data networks for building access, tuition and fines. Any type of card – magnetic stripe, mifare, proximity or barcode – can be used to access an account held on Supervisor Net. The system can interface with existing copiers, new embedded multi function printers and door security, using Monitor terminals and card readers.

With twenty years experience in the education sector, Monitor has the hardware to support campus accounts with re-load kiosks using cash, credit or bank accounts, terminals for print or point of sale and PC access and reservation stations.

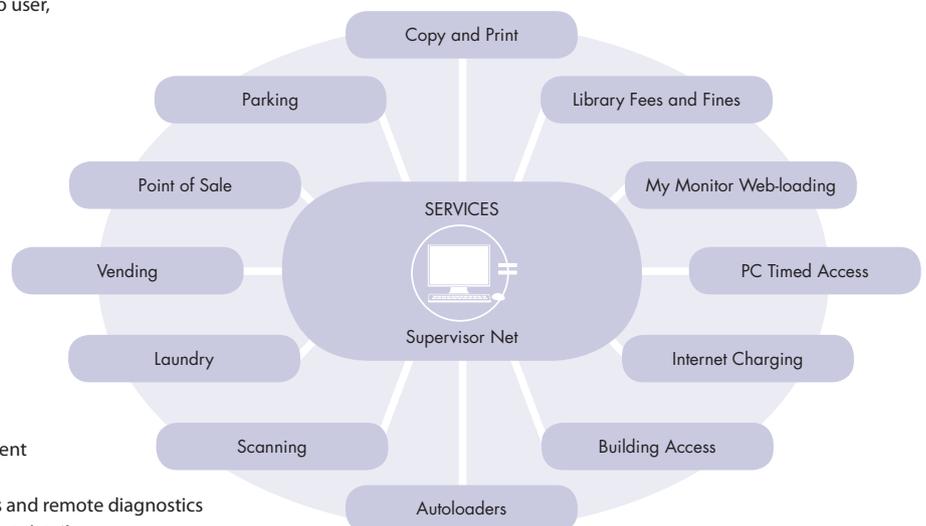
At the centre is the multifunctional Supervisor Net software. It offers –

- Full on-line reporting for all transactions according to user, device or cost centre
- Dramatic cost savings through the elimination of waste and misuse
- Increased security with less cash and less staff involvement
- Fair real-time monitoring of PC access so staff don't have to mediate
- Increased automation, less staff involvement in high volume, low cost transactions
- User friendly technology, using simple touch screens and remote diagnostics
- Increased revenue through on-charging students for all services
- Centralised site control and management of department / user codes
- Informed decision making on resources and equipment usage from accurate reporting
- User friendly technology, using simple touch screens and remote diagnostics
- Full system integration for seamless transfer of student details
- Tracking full range of office costs – scan, print, fax, copy, calls, internet
- Secure print release using staff card for confidentiality and less print duplication

A campus account does it all

Universities and tertiary institutes can start with core modules such as copy, printing and building access, and add PC charging or point of sale later. Monitor systems are highly scalable, using low cost, yet comprehensive transaction management software. Administrators can be confident that any new user-pays service will recover its costs. A campus account for everyone can -

- Allocate office costs for document and scan, couriers, telephone and applying quota
- Charge and allow for secure release of photocopying and printing
- Reserve and pay for PC time in libraries, computer labs or halls of residence
- Charge for internet access and tracking usage
- Monitor access to parking and charges it
- Pay course and exam fees, and for academic transcripts and gowns
- Pay library fees and fines
- Purchase goods and services from on and off-campus merchants
- Access a bank debit account for purchases on campus, off campus and on-line
- Authenticate access to buildings and facilities – health service, gym and halls of residence
- Pay for course costs, such as architectural copying or design materials
- Card or biometric identification and authentication, at exams for instance
- Vend snacks
- Charge for laundry
- Track attendance
- Can be used to communicate with students via their web account





We have seen our paper output and costs reduced since the terminals were installed.

Will Cooper, Information Services Manager, University of Birmingham, UK



Reduces paper count, saves materials and energy

Walk around campus and there's a proliferation of printers and copiers, producing output that's unaccounted for and unnecessary. With responsible document control, the savings from reducing print and copy wastage alone can return the investment in months. Everyone prints only what they need (and pay for), dramatically cutting waste and driving down costs.

Educational institutions can eliminate duplication and limit colour or route high volume printing to the most cost effective devices. Departments realise important environmental savings in paper and other consumables. Monitor embeds sustainable practice by changing student and staff behaviour.

Tracks costs, applies quota and subsidies

Supervisor Net records the details, including date, time, device number, quantity and cost of each service connected to it, preventing waste and abuse.

With the right information on resource usage, administrators can make rational decisions in response to staff requests for new equipment.

Supervisor Net provides detailed reporting and auditing, so quota can be set for departmental or staff budgets.

Universities can offer students free quota to make the student account attractive or to apply subsidies. Supervisor Net can charge for copies when the quota is used and apply differing rates of printing or copying.

Secure Print for queue free release at any site

Students and staff retrieve their printing by swiping their card or keying a code at the most convenient printer, bypassing busy or off-line devices. By releasing jobs only into a user's hands, duplicates and unnecessary printing is cut. Staff members are able to print exam papers confidentially with pull-printing.

Supervisor Net talks to leading manufacturers' multifunction printers and can integrate with embedded devices, as a Monitor card reader ID Port can read any card type.

Bank debit accounts for convenience and revenue

Many universities are attracted to a combined student and bank debit card so students can pay for all living and study costs, on and off campus and on-line. With web based reporting on all campus activities, including printing, PC and library, students are better able to budget throughout their academic year.

In partnership with a bank, universities are able to expand the use of the student account card, making it more attractive and increasing their revenue.

Universities can offer a branded bank debit campus card, but with a second magnetic stripe to access a university account managed by Monitor's software.

Depending on which stripe is swiped, Supervisor Net routes the transaction to either the prepaid bank account via a secure gateway, or to the non-commercial campus account.

Staff can charge work expenses to a university quota held on this account, and students can opt out of using the bank account if they wish.

Students and parents monitor spending on-line

Students can track their spending on all campus transactions, not just those using EFTPOS. If parents are paying for their children's studies, they load their children's accounts with credit in advance and watch spending, all via the My Monitor web portal.

Separate categories for library, printing, cafeteria or bookshop can be created within the one account and daily spending limits can be set.

Regular email statements, low balance reminder notices and detailed

reporting on every item makes it easy to manage a student's account.

Parents appreciate being able to use the web to pay their children's fees and fines, especially those of overseas students.

Increasing library fee and fine payments

The My Monitor web portal allows students and staff to pay library fines and charges from their account from a library or home PC. Linking to the library management system, Supervisor Net shows the user all amounts owing.

Monitor offers self check kiosk options for library charges as well, making it easy for borrowers to pay fines while taking out items. Staff are freed from collecting money, reconciling it and managing cash floats.

The software can also block borrowing if the user does not pay fines totalling a set limit, with redirection to the circulation desk.

PC access, reservations and internet charging

Students access computers throughout campus, in libraries, labs and halls of residence. Using Monitor's Supervisor Time, a student account validates a user and allows them access to PCs.

There are two charging options for PC time. The first allows students to prepay for a block of time, by swiping their card at a PC. A second option has patrons pay per minute, using their account. The patron is warned via a pop up screen when they are running low on credit and are given the option of topping their account up before their session expires.

Monitor offers a PC reservation station using student accounts to reserve time on a PC, or users can book a PC online from anywhere. This reduces staff involvement and optimises the use of expensive equipment.

An internet management option for monitoring, controlling and charging internet access is also available.

Capturing scanning costs

Scanning has replaced faxing as documents can be sent quickly and conveniently and an electronic record kept. Scan control and billing can be added at any time without losing an initial investment and it complements copy and print control applications.

The Monitor scan release software on staff PCs captures all scan activity, by requiring it be charged to a cost code, prompted by a pop-up. It can charge students for scans as well, by number of pages or by the file size of the scanned document, applying different rates, if required.



Improved safety and security

Monitor was one of the first companies to take the value from being stored on the card, by creating a secure account for it. If a card is lost, a student simply locks the card and buys a new one to access the account.

All data is encrypted and accounts can require a PIN and photograph pop-up for complete security of funds. All account values are stored in a central server, with access controlled by comprehensive security permissions.

Supervisor Net authenticates users before allowing access to buildings, increasing security for students and staff on campus. The campus card system also manages parking access and charging.

Authenticating students and staff before they can use equipment prevents misuse, even if the university chooses not to charge for the service, such as PC access. Cash-free campuses are also safer for staff and students.

Point of sale for faculty charges

Individual departments and faculties now have point of sale options to charge students for course costs – such as materials, trips and notes. This eliminates cash handling, while offering easy reporting and reconciliation.

Monitor offers simple or more sophisticated cash registers and fully functional terminals linked to Supervisor Net so students can use their cards to buy academic transcripts, hire gowns or pay exam fees.

There are also miniPOS options using self-serve kiosks and email, for large format print/copying for instance, cutting staff involvement.

One account for all campus retail purchases

Campus retail such as student union facilities, gyms, bookshops and cafeteria can all charge campus accounts by linking to Supervisor Net, with no transaction fees for merchants.

Monitor offers a software-based iPOS system with cash and Supervisor Net account options, as well as a fully featured stock reporting and management system. There is also an interface with Sharp cash registers and Micros point of sale systems, as well as inexpensive MB20 retail terminals.

Loyalty card programmes

The student campus account is even more attractive to students when it is used for a wide range of off-campus purchases as well.

Local merchants can accept a campus card using existing EFTPOS, with loyalty programme companies charging Supervisor Net accounts. These third parties calculate loyalty points and maintain loyalty balances for the students. Universities negotiate a slice of total purchases as a commission.

Student cards that access a bank debit account can be used widely on-line and off campus, offering more comprehensive loyalty rewards.

Adding value to campus cards

My Monitor is a web interface that allows staff, students and their parents to add value to an account from a credit card using a secure payment gateway. They can also –

- Set up accounts, daily limits and receive email statements of their balances and transactions.
- Lock their account if they lose their card
- Pay course fees and tuition as well as library fees and fines
- Buy course materials and items using miniPos terminals

Students and staff can use Monitor Autoloader kiosks on campus to load value onto their card account from coins, notes and EFTPOS. Kiosk options can dispense paper tickets or cards with value so casual users can print or copy at the library.



Monitor offers comprehensive, highly scalable solutions for small community colleges through to large multi-campus universities. Our locally based resellers have a detailed understanding of higher education and are able to advise what is cost effective for your institution. Please contact us below.