



flo2cash

The New Zealand Education Institute or NZEI Te Riu Roa as it is popularly known, is the country's largest education union comprising more than 47,000 principals, teachers and support staff who have come together to advocate and work towards quality public education in New Zealand.

Starting with a few members in 1883, NZEI Te Riu Roa has grown steadily and now has a membership base of over 47,000. Managing membership fees of such a large organization can be challenging for its administrative staff. NZEI Te Riu Roa uses a combination of automatic payments, payroll deductions, direct debits and credit card payments for accepting regular membership fees. As more members chose to make payments by direct debit, the manual processing of those transactions posed a number of administrative challenges and costs, especially with not all direct debits being due on the same day.

Back in 2010, NZEI Te Riu Roa made contact with Flo2Cash, an Auckland based recurring payments solution provider, which analyzed their issue and proposed its Direct Debit Bureau Service together with Recurring Card Payment Services integrated into a bespoke hosted membership application page. This would enable NZEI to securely sign-up new members and renew existing members securely while providing a seamless customer experience.

NZEI Te Riu Roa liked Flo2Cash's proposal and gave them a green signal. Flo2Cash helped NZEI migrate its existing direct debits to its

platform and created a custom membership application page. Today Flo2Cash helps NZEI Te Riu Roa accept hundreds of new memberships each month, processing millions of dollars in membership fees annually at a relatively low cost.

An additional benefit has been that, NZEI Te Riu Roa has been able to offer recurring credit card payments to its members without having to meet the overheads associated with PCI compliance had it hosted the service itself.

“Since beginning our relationship with Flo2Cash in 2011, both NZEI Te Riu Roa and our members have benefitted from the service provided by Flo2Cash. Members now have a greater range of options for the payment of their membership subscriptions and due to the settlement and reporting data we receive back from Flo2Cash each day our overall cost of processing those payments has significantly reduced. The majority of membership subscriptions are now collected using Flo2Cash services.”

Steve Coates,
NZEI.
