

## INTRODUCTION

**PROBLEM** - High number of over-the-counter payments for non-patient collections in KKH, contributing to the largely manual process of cash counting and reconciliation.

The aim for embarking on the PayCollect pilot with NETS is to reduce payments via cash for non-patient collections such as Dinner and Dance table sales and Human Resources (HR) Wellness Programmes.



## METHODOLOGY

### PREVIOUS PROCESS (9 DAY PROCESS)

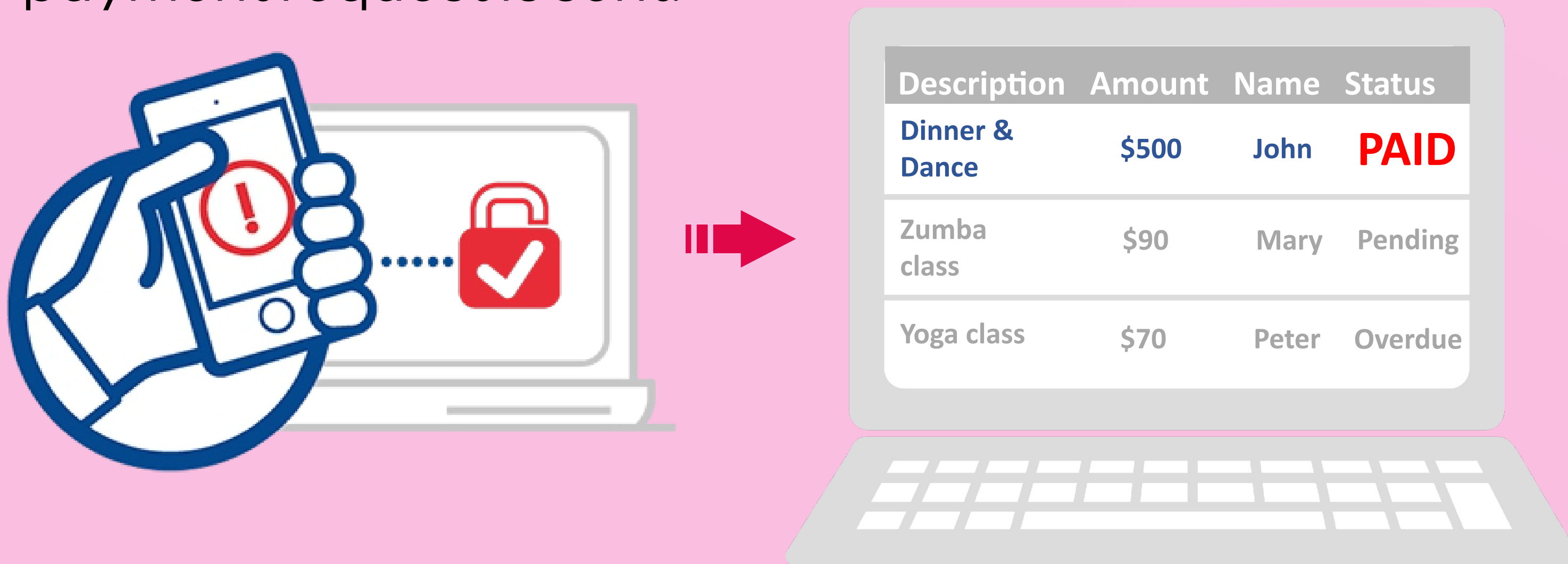
- 1) HR staff (located offsite) organising wellness programmes will allocate time to meet participants in KKH for cash payments. Payments are recorded with participants' acknowledgements.
- 2) HR staff will count the total physical cash and proceed to Business Office (BO) to handover the cash. BO staff will recalculate the physical cash and issue a manual receipt.
- 3) The cash is then sealed in a tamper-evident bag together with a bank deposit slip and deposited into the safe. Our Cash-In-Transit vendor will collect the cash from the safe the following day for same day bank-in.



### CURRENT PROCESS (1 DAY PROCESS\*)

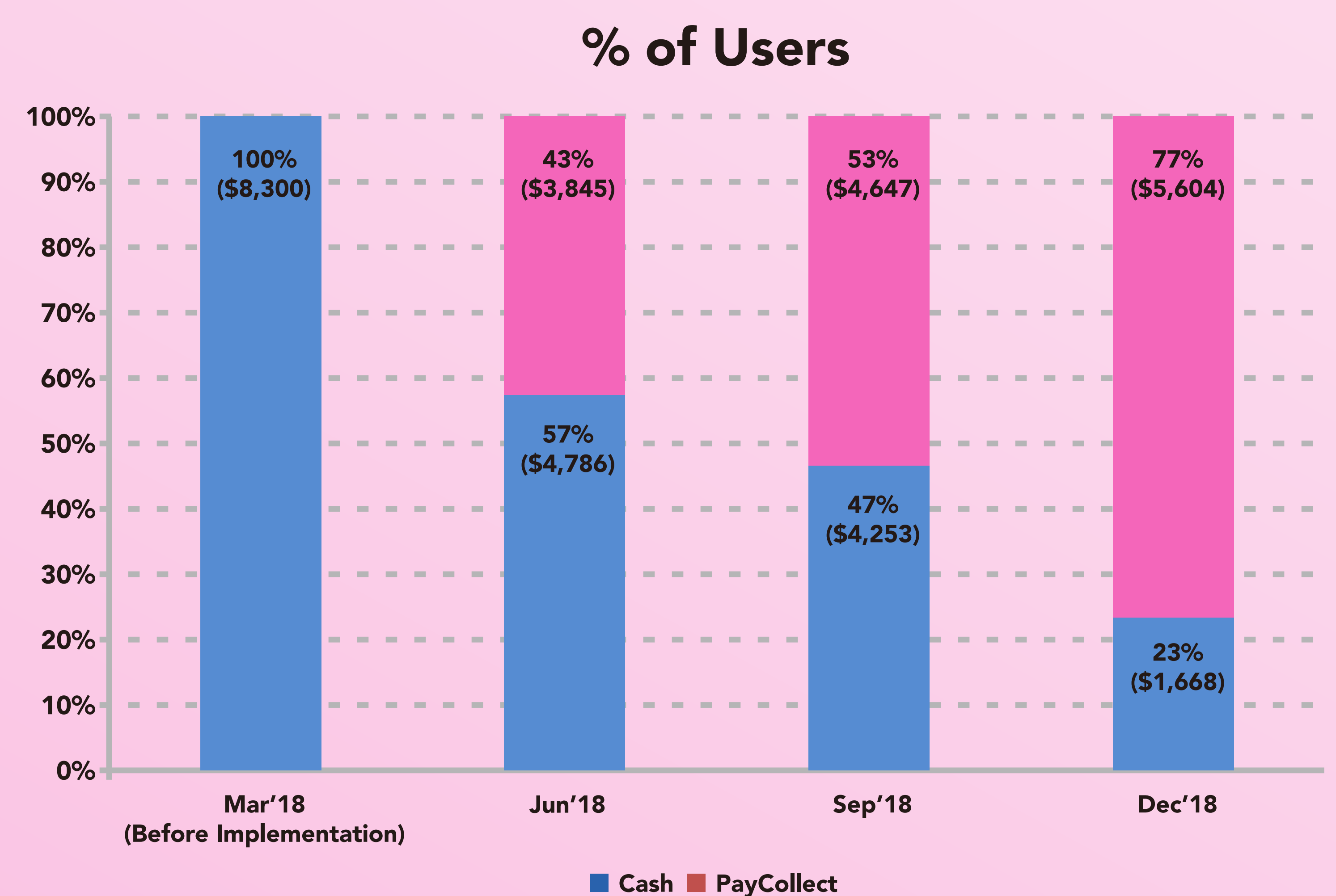
- 1) HR will create payment requests via PayCollect. Payment request link is sent via SMS or email and customers can make online payment via eNETS debit and NETSQR.
- 2) Upon payment, an e-receipt will be sent to payer via email.
- 3) HR staff can access PayCollect web portal to manage and track real-time payments.
- 4) Upon payment, an e-receipt will be sent to payer via email.
- 5) Proceeds will be credited into our bank account T+1.

\*Provided participants make payment on the day payment request is sent.



## RESULT

- 1) HR staff no longer have to spend time waiting for participants to come and make payment.
- 2) Organisers no longer have to accumulate and keep cash before submitting the collections to the Chief Cashier.
- 3) Organisers are spared of the hassle of counting large amounts of cash manually and issuing handwritten manual receipts for each payment.
- 4) During the last quarterly collection for the Human Resources Wellness Programmes, 77% of payment were collected via PayCollect.



## CONCLUSION

The take-up rate for PayCollect has been encouraging. The hospital is looking to implement PayCollect to all non-patient collections as the pilot proved to be a successful one.