# NCC SLA System

Guide for SLA customers

Version

| Version No | Comments |
|---|---|
| 1 | Original created Jan 2019 |

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# Introduction

A new system is being introduced in February 2019 for the purpose of creating and administering Service Level Agreements (SLAs). The following guide is for use by customers who use the system to purchase their SLAs. A web address will be sent to customers. Simply click on the link to access the system. The following procedures will be an annual process. Existing historical information from the previous year will be rolled forward to the current year. Your online shopping basket will contain entries carried forward from the previous year. There may be some compulsory entries e.g. insurance. The term "Packages" means an SLA. If you need any assistance with the system please email:schoolslas@northumberland.gov.uk

# Accessing the system

Select the link sent to you in any internet browser.
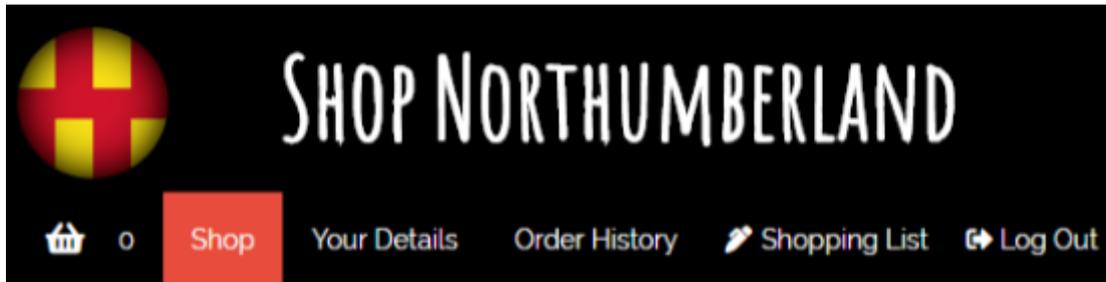*A screen similar to the following will be displayed:*
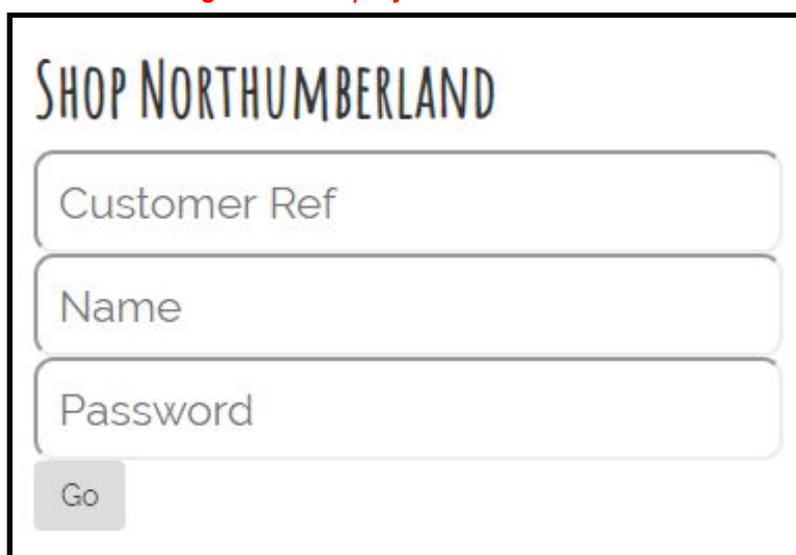


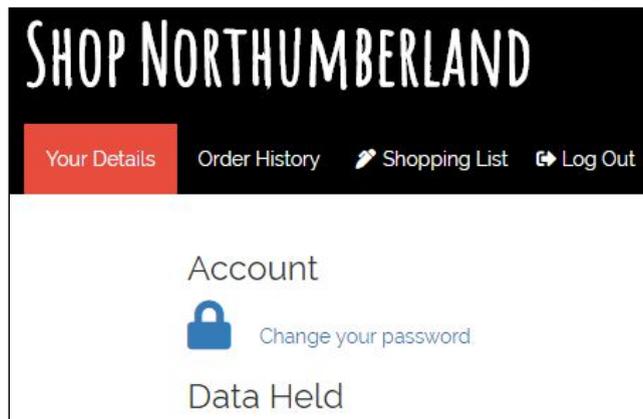Enter your login credentials and select Go

# Navigating the system

Once logged in the screen should open at the **Shop** page. This is where you can search for and purchase new SLAs



## Your Details

Use this to change your password and check the details of your organisation



## Order History

*This sample screen was taken from our development system and is for illustration only*

# Shopping List

**IMPORTANT**

When you wish to purchase an SLA, the first part of the process is to navigate to the shopping list and deal with the existing items before purchasing additional ones. This is covered later in the guide. A tip will be displayed to remind you to do this

TIP - Make sure you complete your 🖊 Shopping List on the menu bar

*Example*

## Shopping List

These are items you have previously purchased or are mandatory

You will need to add a package from each of these to your basket, or click remove.

| | | |
|---|---|---|
| ☐ | Cashiers and Income Management - Local Accounts and Collectors Service | Mandatory - contact us to remove |
| ☐ | Health and Safety - Health and Safety SLA - Community and VC Schools | Mandatory - contact us to remove |
| ☐ | Insurance Services - Insurance Services | Mandatory - contact us to remove |
| ☐ | Insurance Services - Insurance - Property and Buildings cover | Mandatory - contact us to remove |
| ☐ | Insurance Services - Insurance - Public and Employee Liability cover (EL/PL) | Mandatory - contact us to remove |
| ☐ | Insurance Services - Insurance - All Risks cover | Mandatory - contact us to remove |
| ☐ | Autism Support Service - Autism Support Service | Remove |

# Log Out

Clicking on this will immediately log you out of the system and return you to the login page.

# Basket

This contains your purchased SLAs. Entries can be removed from the basket if required.

# Using the system

After logging in, the first place to navigate to is the **Shopping List**. This may contain items which are carried forward from a previous year. Some items may be mandatory e.g. insurance.

You must deal with every item in the shopping list before you can go to the **Shop** page to purchase additional items.

TIP - Make sure you complete your ✏ Shopping List on the menu bar

In the following example three SLAs have been carried forward from the previous year and need to be dealt with.
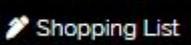
Click on  ✏ Shopping List  if it does not open by default
*Example*

## Shopping List
These are items you have previously purchased or are mandatory

You will need to add a package from each of these to your basket, or click remove.

| | | |
|---|---|---|
| ☐ | Insurance Services - Insurance - All Risks cover | Mandatory - contact us to remove |
| ☐ | Autism Support Service - Autism Support Service | Remove |
| ☐ | Behaviour Support Service - Behaviour Support Service | Remove |
| ☐ | Speech Language Service - Speech and Language Service | Remove |
| ☐ | School Improvement - Core Package | Remove |

If you no longer wish to purchase one of the listed packages, select **Remove**
*A confirmation will be displayed*

You have removed this item from the

shopping list

Some items are mandatory e.g. insurance. You may have to contact NCC to remove this package

| | | |
|---|---|---|
| ☐ | Insurance Services - Insurance - All Risks cover | Mandatory - contact us to remove |

To purchase one of the entries, select the title e.g. **Autism Support Service**

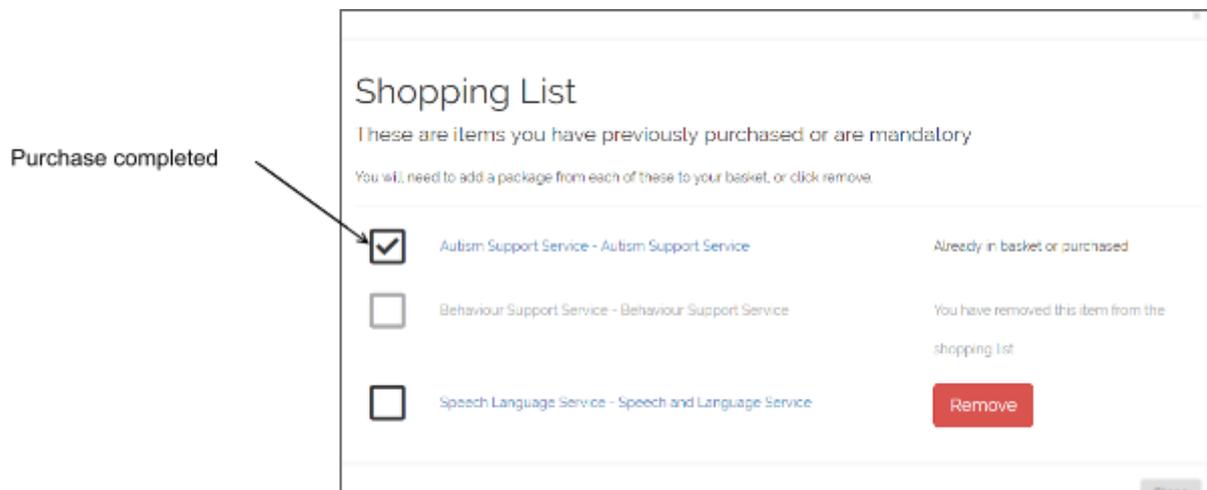Scroll down to display the packages
*Example*



Follow the examples in the section "Purchasing a package" which starts on page 9
Complete the purchase and finish by **Adding to basket.**
Return to the **Shopping List**



Repeat the process for each item in your shopping list.
Once all items have been either purchased or removed, you may close the shopping list and
either checkout, or purchase additional SLAs. This is covered in the following sections of the
guide.

# Purchasing a new package(s) (SLA)

Once all items have been dealt with in your shopping list, additional packages can be purchased.

Click on **Shop**

## Searching/Filtering for a package

By default all packages are displayed in the right hand panel when you open shop. If you need to narrow your search down you can either filter the results, or choose a category. To filter, start typing in the top box in the left hand panel.
*Filter panel*
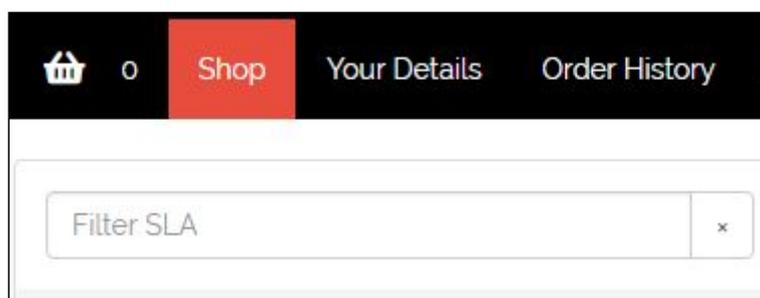


As you type, the results in the right hand panel will filter automatically.
Below the filter there is a list of categories
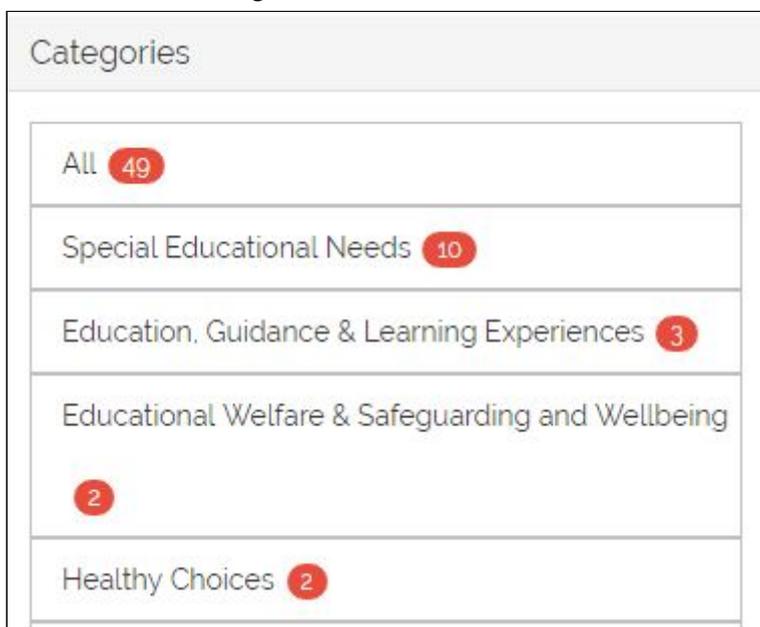


The default is **All**. Select the relevant category and the results in the right hand panel will be filtered.
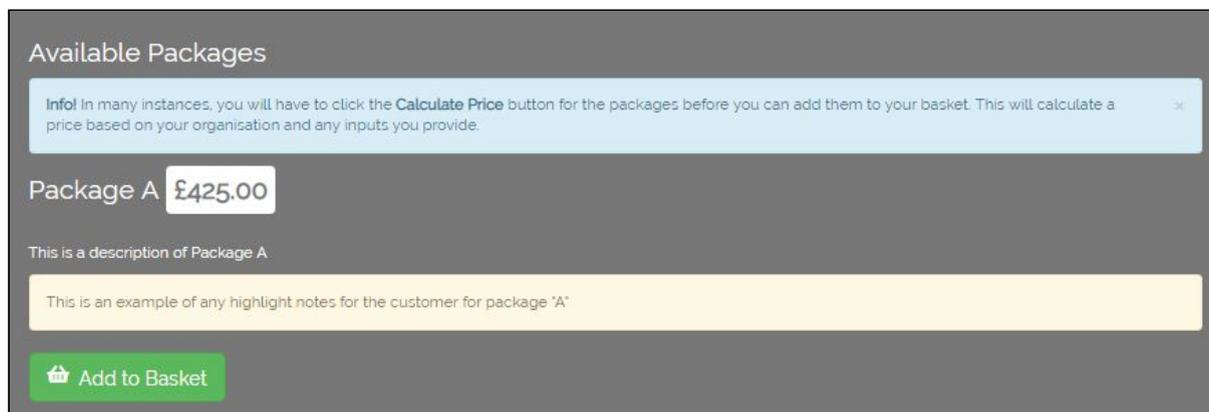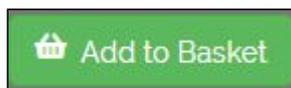
# Purchasing a package

Once you have navigated to the relevant screen, a list of packages will be displayed.
In the following examples, a series of test packages has been created. There are various options.

**Fixed price**

An information panel will be displayed as well as a description. If this is suitable for your

needs, select ![Add to Basket]

### Available Packages

**Info!** In many instances, you will have to click the **Calculate Price** button for the packages before you can add them to your basket. This will calculate a price based on your organisation and any inputs you provide.  ×

Package A  £425.00

This is a description of Package A

This is an example of any highlight notes for the customer for package 'A'

🛒 Add to Basket

**Fixed price plus customer input**

Some packages are based per unit e.g. number of pupils. As a customer you will need to tell the system how many units you have. There is normally a minimum and a maximum value for this.
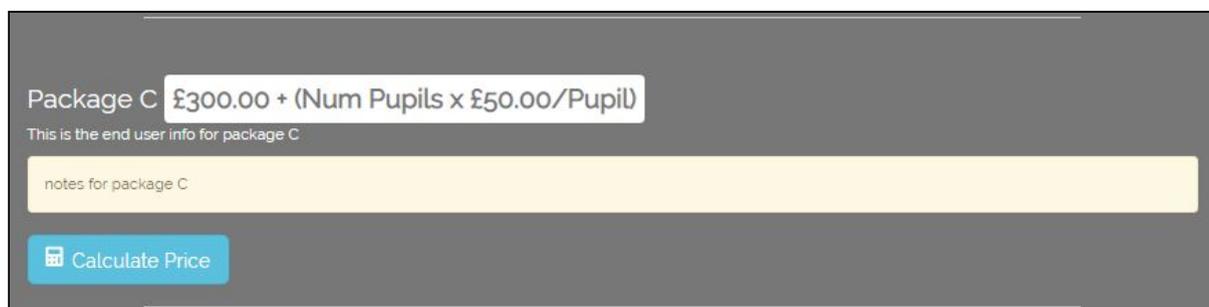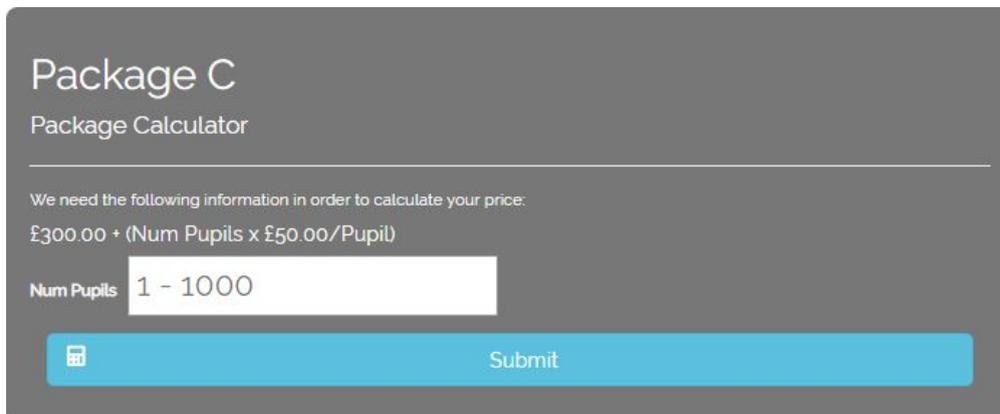
Package C  £300.00 + (Num Pupils x £50.00/Pupil)
This is the end user info for package C

notes for package C

🖩 Calculate Price

In this example the basic charge is £300 plus £50 per pupil.
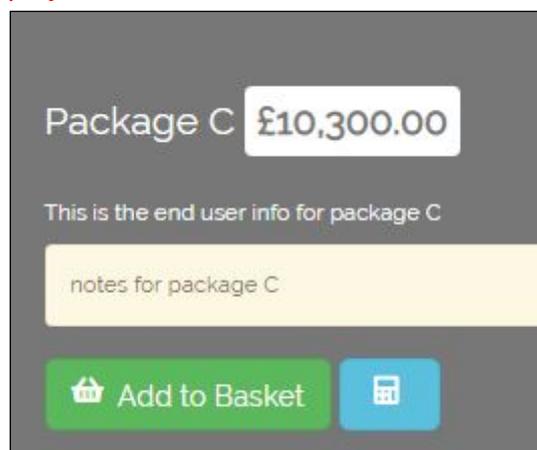
Click on  ![Calculate Price]
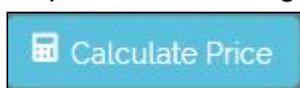
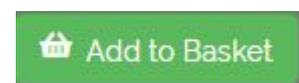Click in the white box and type in your figures

Click on



*The calculation will be displayed*



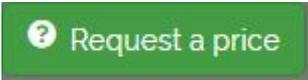If a mistake has been made, you can recalculate by clicking on , otherwise select



If you wish to check how many items are in your basket scroll to the top of the page and look in the header bar
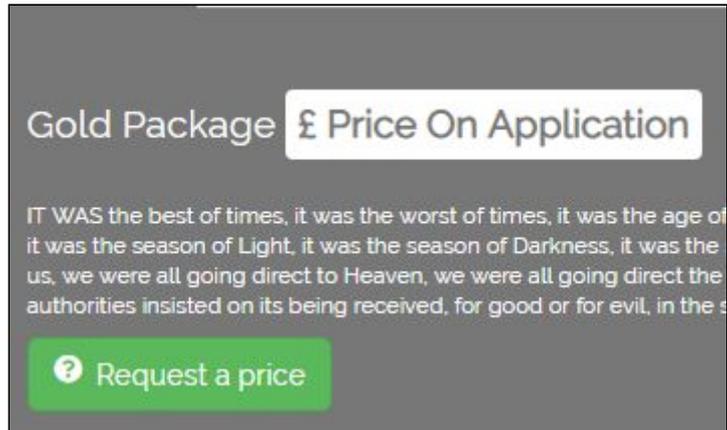*Basket icon with 1 item*

**Price on application**

Some SLAs are too complicated for the available packages. If this is the case there will be a

price on application icon. Click on 



Once you have requested a price, a notification will be sent to one of the NCC staff responsible for calculating SLA amounts. Once a price has been calculated you will be notified to log into the system and navigate to the relevant SLA. The price will be displayed and can be added to the cart as described later in the guide.

**Sold Out**

Some packages have a limited set of resources, so basically first come, first served. If a package is no longer available due to demand, a Sold Out icon will be displayed.

# Checking Out

Once all items have been chosen the next stage is to check out.
Scroll to the top of the page and select the basket. In this example there are two items in the
basket. 

If you have not resolved the items in your shopping list, a reminder will be displayed when
you try to check out:

WARNING – You have items in your ✏ Shopping List that you need either to add to basket or remove from the Shopping List before you can proceed!

*Example basket*



If a package has been put in the basket in error click on  to delete it from the
basket

Select  and read them, then click in the box to confirm you are
happy with the terms and conditions

Once you have checked the basket and are happy to proceed select 
*A confirmation screen will be displayed*



You should receive an email to confirm your purchase request, however you may also check
your purchases at any time on the Order History page:

## Order History

| | | | |
|---|---|---|---|
| School Meals Service - Brass Package | £400.00 | Purchased On: 08/01/2019 16:24:07 By: david.basnett | Unconfirmed ⓘ |
| Formula: None used | | | |
| Psychological Service - Standard Package | £40,000.00 | Purchased On: 13/02/2019 14:46:32 By: david.basnett | Unconfirmed ⓘ |
| Formula: £80.00 x 500 | | | |
| Autism Support Service - Standard Package | £37,400.00 | Purchased On: 13/02/2019 14:46:32 By: david.basnett | Unconfirmed ⓘ |
| Formula: £20.00/Pupil x 1870 | | | |

If you need any assistance with the system please email:schoolslas@northumberland.gov.uk