NCC SLA System

Guide for SLA customers

Version

Version No	Comments
1	Original created Jan 2019
1.1	Checked and minor updates Dec 2021
1.2	Updated screenshots, added package index, reset password and brochure info Jan 2022

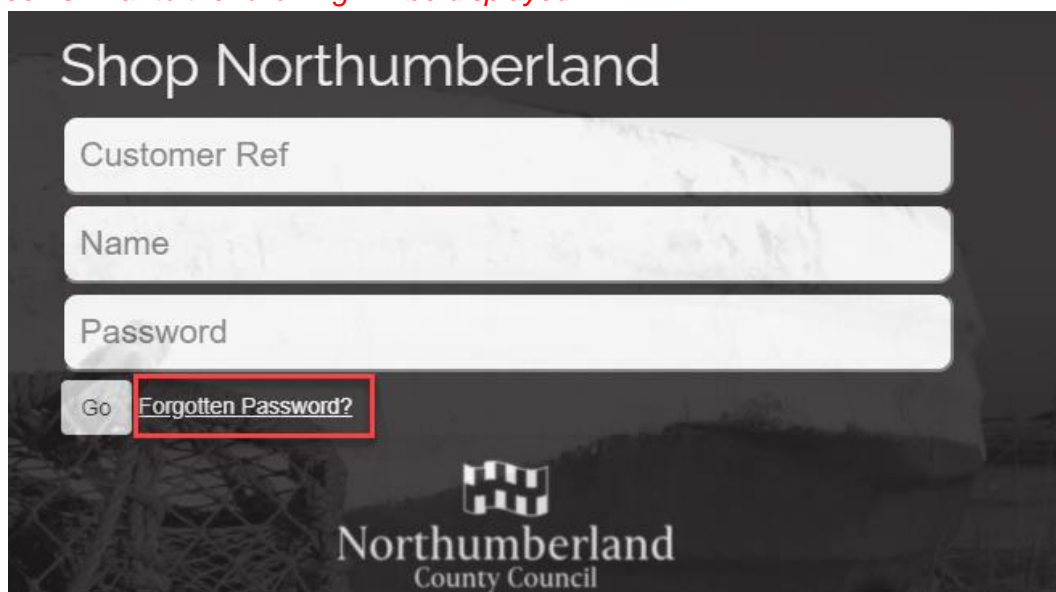**Table of contents**

Introduction

This system was 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 you together with log in details. 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

The majority of the screenshots in this guide are taken from our test development system, so there may be less detail on some of the screens than you will see in your live system.

Access the system

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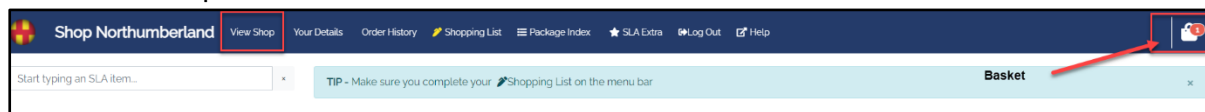

Enter your login credentials and select [Go]
Customer Ref is your 7digit Dfe number
Name is firstname.lastname
If you have forgotten your password, you can reset it from the displayed link

Navigation

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


View Shop

This is the default screen that opens when you log in. The services on offer are split into categories down the left-hand side of the screen. Clicking on one of these will change the displayed icons in the centre of the screen so can be used as a filter. There is also a search bar at the top of the left-hand column. Type in the search box to look for a specific item
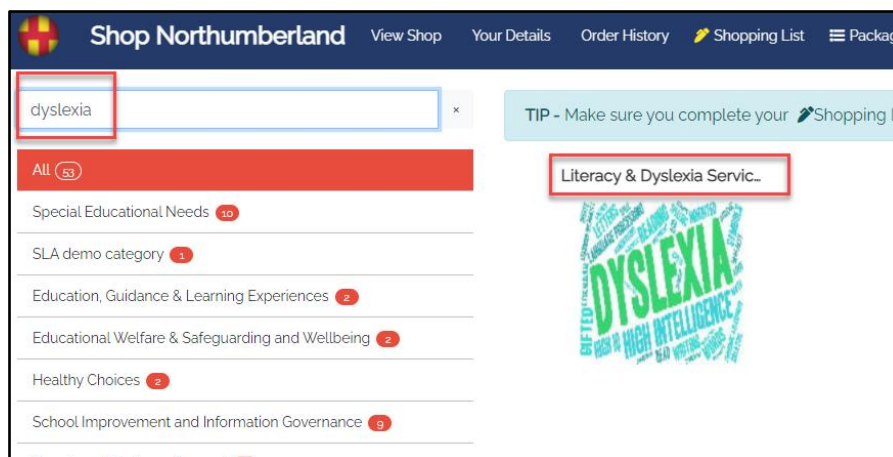
Your Details

Use this to change your password and check the details of your organisation. The information displayed here is used for some of the calculations for an SLA e.g., number of pupils or area in square metres for insurances etc.
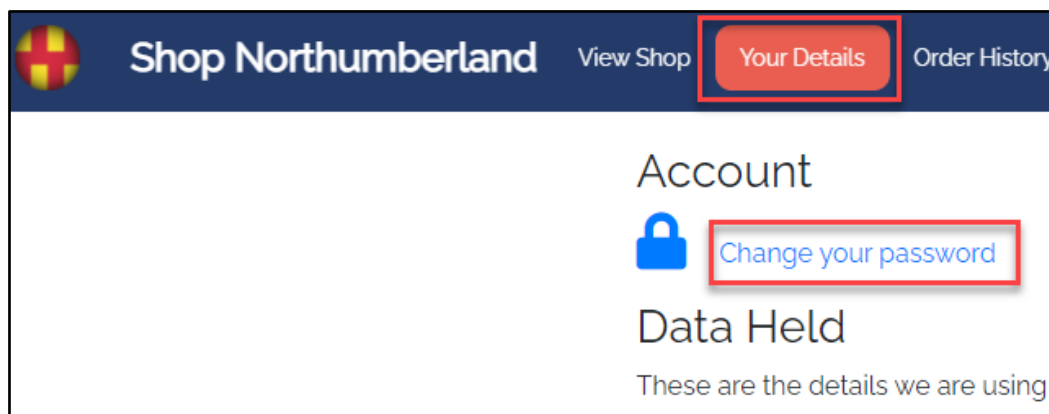
Sq. Metres: 537

CPOMS First, Primary, Middle, Special Schools: 450

Insurance cost based on school type: 1.6

Insurance cost based on school type: 12.6

Insurance cost based on school type: 3.2

Insurance cost based on school type: 0.7

Number of Electric Meters: 2

Number of Water Meters: 1

Pupil Count: 57

Pupil Count Reception: 13

Pupil Count Year 1: 13

Pupil Count Year 2: 12

Pupil Count Year 6: 0

Order History

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

By selecting the drop-down arrow, previous years can be selected. This is useful for the SLA name as well as comparison of prices.

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 these packages to your basket, or click remove if you no longer require them. You can click on the package name to go directly to that package.

✔	SLA demo item 1 - SLA demo package 4	Mandatory - already in basket or purchased
❗	Autism Support Service - Gold Package	Remove
❗	Careers Guidance - Test Package	Remove

Download PDF   Close

Package Index

This is an alternative way to find an SLA by name. All packages will be listed alphabetically. Clicking on the relevant link will take you to the package details

SLA Extra

Any additional resources linked to the SLA packages you have purchased

⭐ SLA Extra

Extra resources for you - linked to your purchases

Accident Reporting (ANVIL)
Accident and Reporting ☑
HR & OD
Your Human Resources & Organisational Development documents have not yet been set up or you have not bought into the HR & OD SLA.

Property
Property Documents ☑

Close

Log Out

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

Help

Selecting **Help** will open a copy of this guide

Basket

Basket

This contains your purchased SLAs. Entries can be removed from the basket if required. A number will be displayed showing the current number of items in the basket.

Use the system at the start of a new SLA year

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

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

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

In the following example, multiple SLAs have been carried forward from the previous year and need to be dealt with. If there are no existing entries to deal with, go to page 11 for a guide on purchasing new packages.
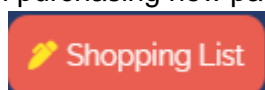
Click on ✏️ **Shopping List** if it does not open by default

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
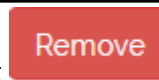
If you no longer wish to purchase one of the listed packages, select Remove

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 do this, select the package link. Contact details will be displayed that relate to the selected package. Use these to notify the relevant NCC staff member. They can then cancel the package on your behalf.

Want to talk to a real person?

If you need to speak to someone about this item, our contact is John Stevenson on ▓▓▓▓▓▓▓ or email ▓▓▓▓▓▓@northumberland.gov.uk.
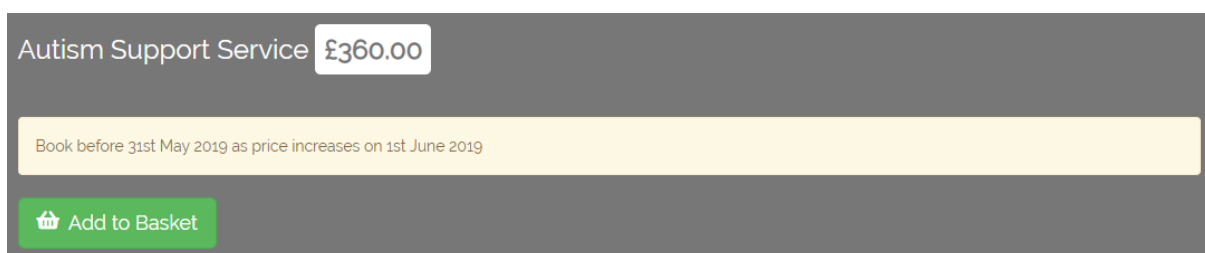
To purchase one of the entries for the new SLA year, select the title e.g., **Autism Support Service**
The relevant screen will be displayed
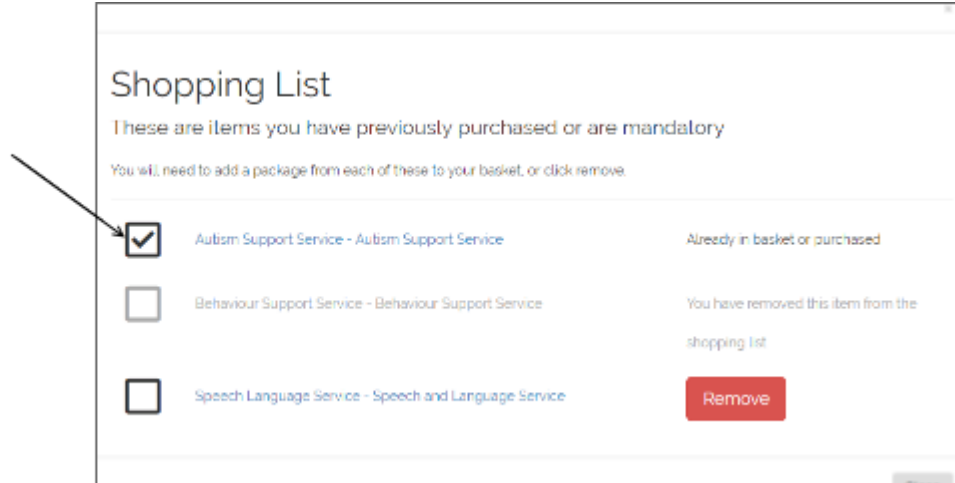Scroll down to display the packages
Example

Autism Support Service £360.00

Book before 31st May 2019 as price increases on 1st June 2019

🛒 Add to Basket

Complete the purchase and finish by **Adding to basket.**
Return to the **Shopping List**

Purchase completed

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.

☑	Autism Support Service - Autism Support Service	Already in basket or purchased
☐	Behaviour Support Service - Behaviour Support Service	You have removed this item from the shopping list
☐	Speech Language Service - Speech and Language Service	Remove

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.

Purchase a new SLA

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

Click on **View Shop**

Search/Filter 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
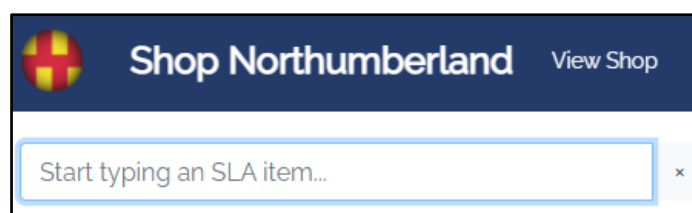
As you type, the results on screen will filter automatically.
Below the filter there is a list of categories
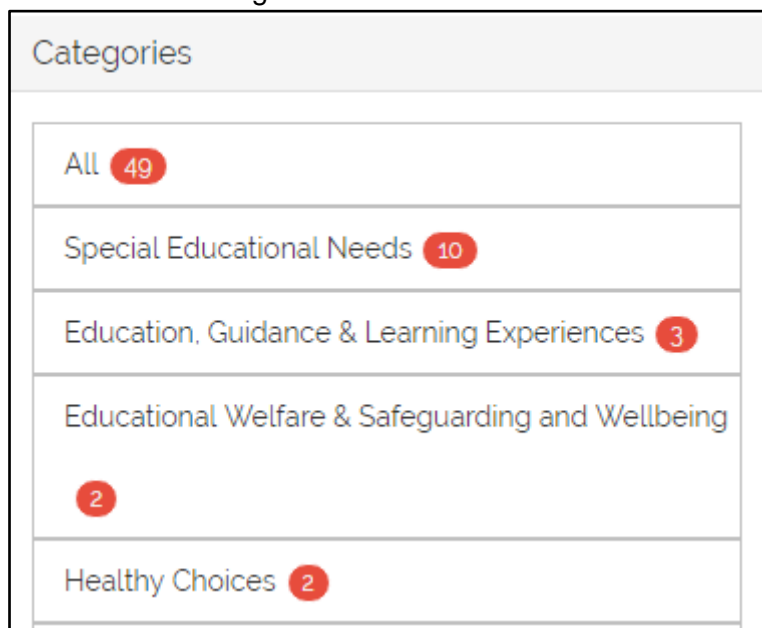
The default is **All**. Select the relevant category and the results on screen will be filtered.

Purchase 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
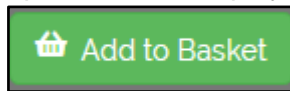
Available Packages

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. These values can be found in the **Details** section of the shop.

Package C £300.00 + (Num Pupils x £50.00/Pupil)
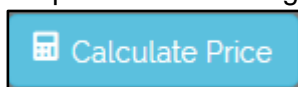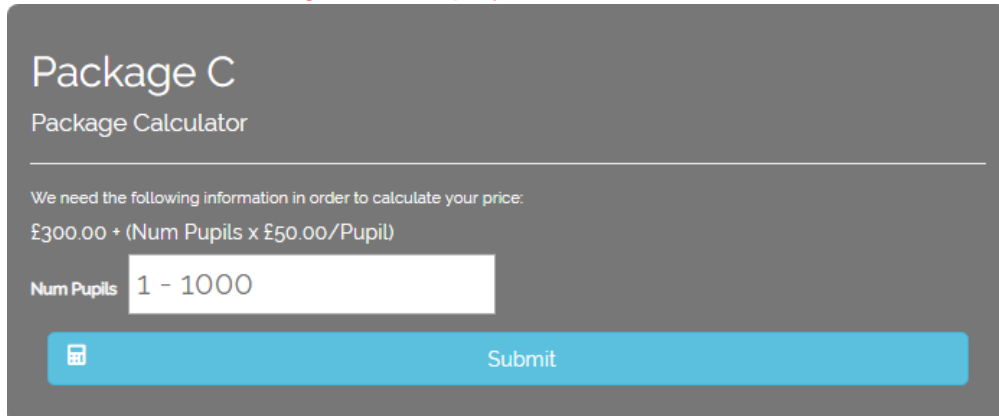This is the end user info for package C

notes for package C

📊 Calculate Price

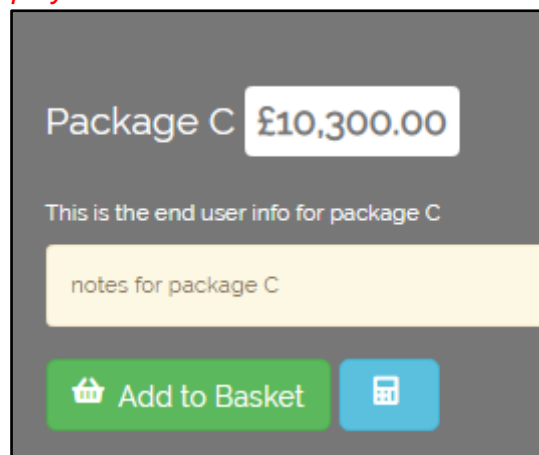In this example the basic charge is £300 plus £50 per pupil.

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
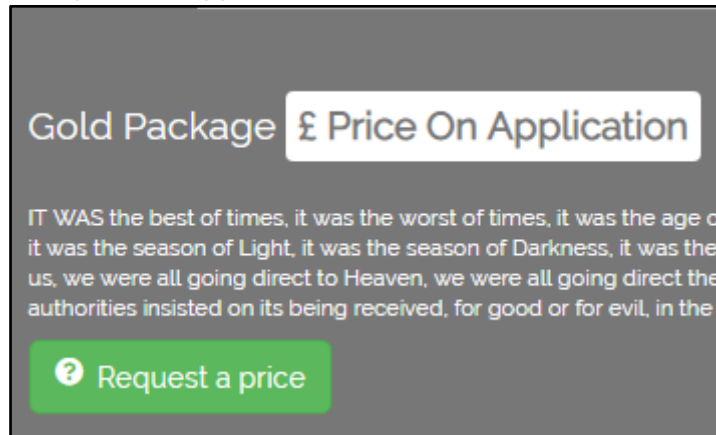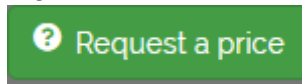
Basket icon with 1 item

Price on application

Some SLAs may be too complicated for the available packages and calculations. 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.
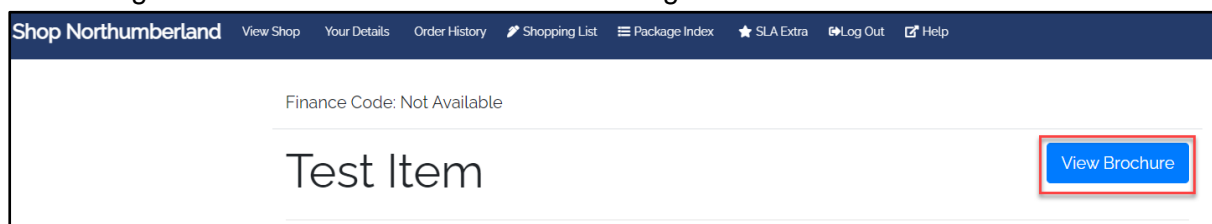
Sold Out

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.
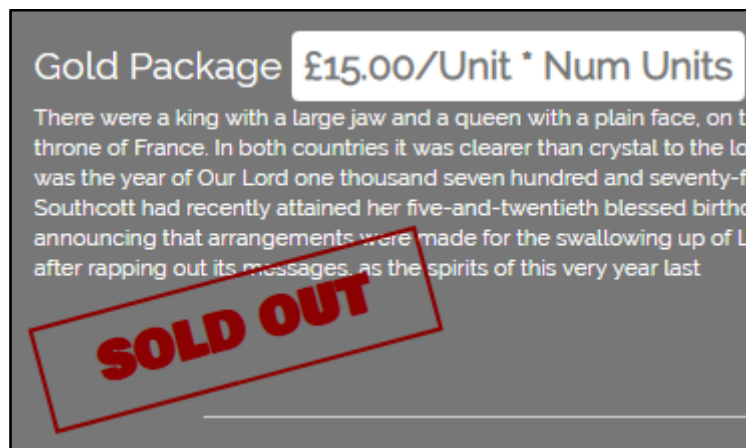
Use the Brochure for additional information

When you open an item from the shop, there will be an icon to **View Brochure**. The brochure gives an overview and information relating to all of the services that NCC offer.

The brochure will open on a new tab and can be kept open for reference as you shop. The following screenshots are taken from our test system, but the live system will be more comprehensive.

The top of the screen shows a general welcome. By scrolling down, you can go to the contents by category by selecting a title, e.g., Literacy & Dyslexia service

Close the brochure tab when you are finished

Check 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.

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!
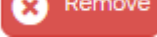
Example basket

Your Basket

Psychological Service	Standard Package	£40,000.00	❌ Remove
		Formula: £80.00 x 500	
Autism Support Service	Standard Package	£37,400.00	❌ Remove
		Formula: £20.00/Pupil x 1870	
	Total	**£77,400.00**	

☐ Before you can purchase you must tick to confirm you have read and accepted our Terms and Conditions.

Purchase SLAs

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

Select Terms and Conditions. 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 Purchase SLAs

A confirmation screen will be displayed

Your Basket

😊

Looks like that went through okay. Your request has gone to our nominated contact to approve. You can view your purchased items in your Order History.

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

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