

# From Lunchtime to All the Time: How North Hollywood High School Launched Its Online Store with OSP by Edlio

As the Los Angeles Unified School District transitioned to remote learning, Edith Chavez, senior financial manager at North Hollywood High School, aimed to keep the school store open. By adopting OSP by Edlio, North Hollywood High School was able to effortlessly transition to an online store where families can continue paying for AP exams, fundraisers, and other school activities from their own homes.

## The Challenge

“The problem was not that we were not operating, but that we were unable to have anybody come in and make payments” revealed Edith, “we had to find a solution.”

North Hollywood High School’s transition to remote learning due to COVID-19 made it difficult to keep the payments for fundraisers, exams, and other activities flowing in. They had to scramble to shift the physical school store to something that was more widely available.

While in search of a solution, Edith found that most services had many manual components. This made managing transactions laborious and overly complex; making the transition difficult. “I tried other services and it wasn't fun trying to do so much manually,” explains Edith.

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## The Solution

Edith first encountered OSP by Edlio in her short time at another school, where she saw how easy it made day-to-day operations. She praised the system’s automation because she found that other services complicated the user experience on both ends.

“I was so happy because OSP is user-friendly. You can customize it to be any way you want and anything you need: you can do it,” Edith commented when describing why she chose OSP.

Simplifying transactions was also a point that Edith found she needed to focus on to ease the transition online. When attesting to her experience, she said, “with your payments, you don't have to be going to the system and making direct transactions...It does it for you, I love that about OSP.”

Edith sought customization, availability, and simple payment processing. With OSP by Edlio’s easy-to-use format, Edith was able to tailor it to her school.

