

EBB Childcare Tuition Billing and Processing

Tuition Express/Procure Childcare Software:

At Educational Building Blocks, Inc. we are constantly looking at ways to improve on the service we provide you and your children. With this in mind, we are now moving to mandatory automated tuition and fee payments. Tuition Express, part of our Procure Software management system, allows us to process tuition and fee payments safely, quickly and efficiently. In a matter of minutes we will accomplish what has taken us hours to complete --- leaving us more time to spend with your children. As of October 2, 2013, all tuition and fee payments will be BILLED on Wednesdays, PROCESSED in our computer system on Thursdays and your tuition payment will be WITHDRAWN from your bank account or debit/credit card on FRIDAYS. Tuition is paid on Fridays for the FOLLOWING WEEK of childcare! **CASH AND PAPER CHECKS ARE NO LONGER ACCEPTED!**

Why Tuition Express?:

Your personal information is safe with Tuition Express --- safer, in fact, than paying by check. Automated payments have proven safer than writing checks and eliminate potential check fraud or identity theft. If you have failed to complete the Tuition Express enrollment form please see the EBB Office for a copy of the enrollment paperwork! Please remember that the Tuition Express Payment Processing System is a gigantic step forward payment processing; a step that will allow us to do what we should be doing---spending more time with your children and less time processing payments and making trips to the bank.

Changes in Billing and/or Changes to Bank Accounts/Cards:

Any bank account or card changes will need to be made with the Business Office by Wednesdays at NOON, as accounts and tuition payments run automatically through the software program. We will no longer be accepting paper checks! Educational Building Blocks, Inc. will produce a receipt for your tuition payment, which you will receive in your child's Monday Folder!

Returned Payments:

If for any reason your payment is returned from the bank due to insufficient funds, a declined fee of \$35.00 will be applied to your account and you will be required to pay the balance on your account IN CASH NO LATER THAN 6:00PM on Friday (no cash handling fee will be applied). Accounts that acquire more than two returned payments will be required to pay tuition payments in CASH for six months before being re-enrolled into the Tuition Express Payment Program. Clients that are required to pay in cash for the six month period will also be required to pay the \$5.00 per week "handling fee" (see below).

Late Payments:

Accounts not paid in full by 6:00PM on Fridays (also applies to returned payments), will be charged **\$10.00 late fee PER CHILD**. **Your account must be paid in FULL BEFORE your child can return to care.**

Negligent Accounts:

We understand that families do experience situations of financial hardship. If you are experiencing an unexpected financial change and know you will have trouble paying for your childcare tuition, please let the Business Office know ASAP. In cases where families consistently fail to make timely tuition payments by Friday at 6:00PM or consistently have unpaid account balances, enrollment will be terminated. When unpaid fees are referred for collection, the parent is responsible for paying any associated collection fees.

*** Full tuition payments are required for all absences including illness, vacation, holidays or emergency closings. There are no exceptions to any payment policy--- they cannot be granted.**

CCIS (Child Care Consultants):

All CCIS clients will be required to pay the difference between what CCIS reimburses EBB Childcare and the cost of our weekly tuition rates. **We must have the benefit paperwork physically in our possession from CCIS in our office BEFORE clients are permitted to pay the CCIS tuition co-pay rate as your weekly tuition payment.** The CLIENT receiving the CCIS paperwork in the mail DOES NOT indicate that their benefits have been activated or that EBB Childcare is receiving any funding for the child. **ALL CCIS clients are expected to pay the private pay rate for weekly tuition until the EBB office receives benefit paperwork FROM THE CCIS OFFICE VIA US MAIL.** The benefit paperwork EBB receives from the CCIS office will state that client benefits have been activated. If the CCIS Office backdates client benefits over a period that they have paid the private pay tuition rate, a credit will be applied to their account (no cash refunds will be given). This also applies to CCIS clients that attend during a co-pay change period and/or a period of ineligibility. Clients that cannot afford to pay the CCIS private pay rate will need to find alternative care for their child until the EBB office receives their benefit paperwork from the CCIS office. If a parent must pull their child from care until we receive their benefit paperwork, the child's enrollment spot will not be guaranteed and can/will be filled by clients that might be on a waiting list or new clients that wish to enroll their child. Many times the CCIS benefit paperwork reaches our office within one week and the child's spot is still open for him/her to return to care, BUT Educational Building Blocks will not GUARENTEE the enrollment spot! EBB Childcare WILL NOT HOLD any enrollment spots when tuition payments are not being paid for the enrollments. Any further questions please contact Miss Mikki Miller (CCIS Coordinator). We do understand that sometimes parents get stuck in traffic or miscommunicate with counter parts on who is picking up their child! Knowing that sometimes running late is out of a family's control, all families are granted ONE FREE PASS per year. This FREE PASS can be used in emergency situations and only extends until 6:10PM (late fees apply after).

Parents Late Picking Up Children:

Parents must arrange to have their child picked up by 6:00PM or at the end of the PA State 10 hour limit on childcare. Failure to do so will result in a late fee(s) being charged to a client's account. Repeated failure to comply with this policy will result in termination from the program.

Late fees are charged per child, per minute. Late charges will be billed and processed on the client's account during the following billing cycle.

Late Fees Charged if Arriving between 6:00PM-6:15PM:

- \$1.00 per minute per child up to 6:15PM.

Late Fees Charged if Arriving between 6:16PM-6:30PM:

- You will be charged AN ADDITIONAL \$25.00 fee.

Example:

- If you are 20 minutes late picking up your child, your late fee would be \$40.00!
- \$15.00 for the first 15 minutes 6:00PM-6:15PM
- \$25.00 flat fee for arriving after 6:15PM.

*This amount would be billed to your account and processed during the next tuition cycle.

At 6:30PM:

- If no contact with the parents has been made by 6:30PM, York County Children and Youth Services will be contacted, as this is a PA State Regulation.

Please Choose Your Payment Method:

Credit Card/Debit Card

- Suggested for clients who always keep a balance in their account that is greater than or equal to their weekly tuition. Even though money is **NEVER** withdrawn until **FRIDAY**, the funds must be available for processing on **THURSDAY**.
- **How It Works:** Tuition Express will run card information on **THURSDAY** to verify if funds are available & will then send us a notice that payment is approved or declined. Tuition payment is still withdrawn from the account on **FRIDAY**.

Checking/Savings Account

- Suggested for clients who get paid on **FRIDAY!** Tuition Express **DOES NOT** need to verify if money is available prior to processing since payment is attached directly to the bank account!
- **How It Works:** Payment is processed directly through bank account and tuition is processed and withdrawn from the account on **FRIDAY**.

***Using the attached selection of forms, please complete and return the appropriate "Automated Processing Form" that accompanies the selection you made above.

I know, understand and agree to follow the involved policies, rules and regulations on the above page.

Parent/Guardian Signature: _____

(Or Primary Payer on Account)

Date: _____