

# Frequently Asked Questions by Parents

We are excited to offer automatic payments through Tuition Express. With this service, it is no longer necessary for you to write a check for tuition and fees. Payments will be automatically deducted from a debit or credit card, or your bank account. All payments are secure and you can even choose to have a receipt emailed to you after each transaction. It's easy to sign up, just ask your child care provider.

## **When I pay my tuition automatically, how secure is my account information?**

Very secure—more secure than when you write checks. The checks you write every day have your name, address, phone number and sometimes your driver's license number on them. With this information, criminals have all they need to access your account, or worse, steal your identity. Automatic payments greatly reduce this potential by limiting the amount of information available and the number of people who have access to it. Tuition Express also incorporates additional security procedures, utilizing 256-bit encryption.

## **What if my child care center and I disagree about a payment?**

If you feel that a payment should not have been made, please contact your child care provider at your earliest convenience. They can work with you to help resolve the matter by adjusting your account or look at refund options for you.

## **How will I know when a payment is taken out of my account?**

Your child care expenses will be taken out of your account on a schedule that you and the child care center agree upon. Your child care center has the ability to print statements for your records, prior to the withdrawal of any money. Payments made electronically will post to this statement with the Tuition Express label. Statements issued through your bank or credit card provider will display the name of your child care center for debited transactions.

## **When I sign up for Tuition Express, how will this help my child care provider?**

Your child care provider has chosen to offer automatic payments for several reasons. First, it will give you the convenience of not having to write a check every time tuition and fees are due, enabling a touchless way to pay. Second, it allows regular scheduling of your payments. Third and most importantly, automatic payments reduce the amount of time your child care provider spends on administrative tasks, giving staff more time to spend with the children.

## **How do I get started?**

Simply complete the "Payment Authorization" form and return it to your child care provider. They will do the rest!

## **Where do I go if I have questions about a transaction on Tuition Express?**

Should you have a question about a Tuition Express transaction that your child care provider has processed, it is important that you contact them directly to discuss your issue. Tuition Express cannot work directly with parents on transaction matters due to security and privacy policies. However your center can contact Tuition Express on your behalf and we will assist them with transaction questions and concerns. If the child care provider makes a mistake and takes out too much money, report the error immediately—it was likely an honest mistake. The child care provider will adjust your account accordingly.