



*Convenient and Safe  
On-time Payments*



## PARENT FAQs

We are excited to offer automatic payments through Tuition Express. It is no longer necessary for you to write a check for tuition and fees. Your bank or credit card account will be safely and securely debited by Tuition Express. You can be emailed a receipt for each transaction. It's easy to sign-up – just ask us.

### Frequently Asked Questions

**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 problem by limiting the amount of information available and who has access to it. Tuition Express also incorporates additional security procedures, utilizing 128 bit encryption.

**What if the childcare center makes a mistake and takes out too much money?**

Report the error to your childcare center immediately – it was most likely an honest mistake. The childcare center will then adjust your account accordingly.

**What if my childcare center and I disagree about a payment?**

If you feel that the payment should not have been made, you have the right to dispute the charge. Contact your bank or credit card company. Tuition Express and your childcare provider will work closely to resolve the issue in a timely manner.

**Does this form of payment give the childcare center access to my account?**

Nobody at the childcare center has access to your account. When you sign up for Tuition Express, you only authorize your bank or credit card company to release the exact amount owed to your provider when it is due and payable.

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

Your childcare expenses will be taken out of your account on a schedule that you and the childcare center agree upon. Your childcare center has the ability to print statements for your records prior to the withdrawal of any money. Additionally, the charges will show up on your monthly statement as "Tuition Express".

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

Your childcare 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. Second, it allows regular scheduling of your payments. Most importantly, Automatic Payments reduce the amount of time your childcare center spends on management activities, 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 childcare provider. They will do the rest! For more information on automatic payments, visit [www.directpayment.org](http://www.directpayment.org). This is an excellent resource explaining the system and its benefits.

**Where can I learn more?**

For more information on the benefits of Tuition Express, please visit us at [www.tuitionexpress.com](http://www.tuitionexpress.com).

## What is TuitionExpress.com?

At TuitionExpress.com you may register to make online payments to your child care provider, check your balance, sign up for email notifications, etc. Some services, such as the ability to make online payments, or use a credit card, are at the discretion of your provider and may or may not be available.

## Is it free?

Yes. All services are free to parents and guardians whose child care provider uses Tuition Express®.

## Do I need to complete an Authorization Form?

It depends on how payments will be made:

- If your child care provider will be collecting automatic payments from your bank account or credit card you must complete an authorization form available through your provider.
- If you are making online payments only (your child care provider will not be automatically collecting any payments) then no authorization form is needed.

## ID Number, Bank Account or Registration Number

You'll need two numbers to register the very first time at TuitionExpress.com.

1. The first number is your unique Tuition Express ID number which will be given to you by your child care provider.
2. The second number depends on how payments will be made:
  - a. If your provider will be collecting automatic payments you'll need the last 4 digits of the bank account (or credit card number) from which you have agreed to pay your provider.
  - b. If you are making online payments only (your child care provider will not be automatically collecting any payments) then you must GIVE YOUR PROVIDER the 4 DIGIT REGISTRATION NUMBER you want to use - just for the purpose of getting registered.

Hint: This could be the last 4 digits of your phone or social security number, or any number that is easy to remember.

## How to Register at TuitionExpress.com

You'll register once to establish a user name and password you'll use each time you log in to TuitionExpress.com.

1. Go to TuitionExpress.com
2. If you have previously registered enter your *User Name* and *Password* then click *Log In*.
3. If you have not yet registered click the *Register Here* link (left side) to set up your account:



- a. Then enter the *Tuition Express ID* number given to you by your child care provider.
- b. Enter your *Registration Code*. This is either the last 4 digits of the bank account or credit card number (used to make payments) or the 4 digit code you chose with your child care provider.
- c. Select a *Username* and *Password*. Then *Confirm the Password* and click *Register*.

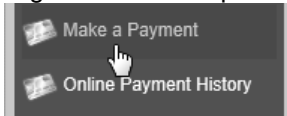
Hint: Forgot your username or password? Just re-register.

- d. Follow the on screen instructions to complete the process.

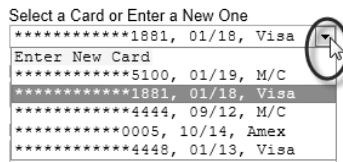
## Making Online Payments

If your child care provider allows online payments you may make a payment now or schedule one for the future.

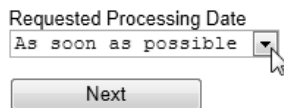
1. Log in to TuitionExpress.com and click *Make a Payment* (left side).



2. Click either *Use Credit Card* or *Use Bank Account*. You may have one or both options depending on how you are set up with your child care provider.
3. For Credit Cards:



- a. Click the *Select a Card* drop down list to choose an existing card or *Enter a New Card*. For a new card enter the information and click *Save Card*. If no cards have been set up you'll automatically begin at the "new card" screen.
- b. Once the card has been selected enter a *Payment Amount*, choose a *Requested Processing Date* (lower right) and click *Next*.



- c. Confirm the amount, card being used and processing date then click *Submit Payment* (or *Back* to make changes).

**Balance as of 20 Sep 2011: \$125.00**  
Transmitted to Tuition Express by your child care provider

**Payment Summary**  
Amount : \$125.00  
Type : Visa  
Card : \*\*\*\*\*1881  
Processing Date : 22 Sep 2011



4. For Bank Accounts:
  - a. Enter a *Payment Amount*, choose a *Requested Processing Date* (lower right) and click *Next*.
  - b. Confirm the amount, account type and processing date then click *Submit Payment* (or *Back* to make changes).

## Online Payment History

To check the status of online payments and view a history of recent payments click *Online Payment History* (left side).

## Email Notifications

Choose to receive email notifications from your child care provider if/when payments are automatically collected from your bank account or credit card.

1. Click *My Profile* (left side).
2. Enter or change your *Email Address*.
3. Check the box to *Receive Notifications* and click *Update*.

## Reports

To print a report like a Payment Summary or Transaction Receipt click Reports (left side) and select a report from the drop down list.

## Account History

To see which credit cards and/or bank accounts have been set up for automatic payments (does not include parent initiated online payments) click *Account History* (left side).



# Automated Payment Processing Safe – Convenient – Easy

We are excited to offer the safety, convenience and ease of Tuition Express®—a payment processing system that allows secure, on-time tuition and fee payments to be made from either your bank account or credit card.

## ELECTRONIC FUNDS TRANSFER AUTHORIZATION FOR **BANK ACCOUNT** and **CREDIT CARD**

I (we) hereby authorize (business name) \_\_\_\_\_ to initiate credit card charges to the below-referenced credit card account (**Section A**) OR, initiate debit entries to my (our) checking or savings account, indicated below (**Section B**). To properly affect the cancellation of this agreement, I (we) are required to give 10 days written notice. Credit union members: please contact your credit union to verify account and routing numbers for automatic payments. Check with the center for accepted credit card types.

### COMPLETE ONE SECTION ONLY

#### SECTION A (Credit Card)

Cardholder Name	Phone #
Cardholder Address	City State Zip
Account Number	Expiration Date
Cardholder Signature	Date

#### SECTION B (Bank Account)

Your Name	Phone #			
Address	City State Zip			
Bank or Credit Union Name	Bank or Credit Union Address	City	State	Zip
Routing Transit Number (see sample below)	Account Number (see sample below)	<input type="checkbox"/> Checking	<input type="checkbox"/> Savings	
Authorized Signature	Date			

#### For Official Use Only

Date Received
Employee Signature

