



**Convenient and Safe
On-time Payments**



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 debited from 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 128-bit encryption.

What 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.

What if my child care 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. Tuition Express and your child care provider will work closely to resolve the issue in a timely manner.

Does this form of payment give the child care center access to my account?

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

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 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. 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 can I learn more?

For more information on the benefits of Tuition Express, please visit us at tuitionexpress.com.