

A Collaborative Approach To Fee Collection

"ALONE WE CAN DO SO LITTLE; TOGETHER WE CAN DO MUCH."

-HELEN KELLER

WHY TIMELY FEE COLLECTION IS SO IMPORTANT FOR OUR ORGANIZATION

DID YOU KNOW THAT WE ARE A NOT-FOR-PROFIT, CHARITABLE ORGANIZATION?

We are a not-for-profit, charitable organization and cash flow becomes a challenge when invoices are not paid in a timely manner. As per our Parent Handbook, payment is due upon receipt of invoice. This became even more important when we listened to feedback from families and moved from holding a one month deposit, to a two week deposit.

Cash flow is critical to the success of any business and we have intentionally aligned our invoicing frequency with that of our largest expense, payroll. With wages and benefits making up 87% of our total expenses, receiving timely payments becomes even more important.

INVOICES ARE DUE UPON RECEIPT

HOW WE CAN WORK TOGETHER AS PARTNERS IN THE PROCESS

We believe in working collaboratively to provide excellence in early learning and care and this includes working with our families as partners in the process. To this end, we hope to work together to limit the number of accounts that are in arrears so that we can invest all of our time and energy into what we love doing best, caring for your children! One of the most helpful things you can do is to pay your invoice on time.

DID YOU KNOW THAT YOU CAN SIGN UP FOR PRE-AUTHORIZED BILLING AND NOT HAVE TO WORRY ABOUT ANOTHER DUE DATE?

We are always looking for ways to evolve our systems and processes to better support our families. At the end of 2017 we introduced the parent portal giving us the capacity for online payment processing and pre-authorized payments. A credit card number can now be securely saved on file and automatically charged for your invoice so that you don't have to worry about tracking another due date. Better still, if your credit card offers a rewards program you can sit back and collect points without having to give it a second thought. If you would like to find out more, please contact your program lead.

QUESTIONS OR FEEDBACK?

We would love to hear them! Please contact the lead at your program.