

A COLLABORATIVE APPROACH TO FEE COLLECTION



"IF EVERYONE IS MOVING FORWARD TOGETHER, THEN SUCCESS TAKES CARE OF ITSELF"

- HENRY FORD

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 timely payment of invoices is important so we can pay our bills.

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 extremely important.

Payments for the 1st - 15th billing period are due on the 22nd of the month; payments for the 16th - 31st billing period are due on the 7th of the following month.

HOW CAN WE 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 will work with you to keep your account current. This way 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 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?

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, or debit/visa 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. In response to parent feedback in 2019, we launched the new parent portal app which now gives more flexibility with payment amounts. You can pay a specific amount or an entire invoice, all conveniently from your home. 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.