

TuitionExpress.com Information for Parents

Automatic Payment Processing

Safe – Convenient – Easy

Day by Day Child Development Center, Inc. is excited to offer you the convenience of Tuition Express – an automated payment processing system that is intergraded into the ProCare Child Care Management System that allows you to pay your tuition and fees four ways:

- Recurring credit card payments
- Recurring bank-to-bank transactions (EFT)
- POS/Credit Card Swipe
- Online Payments - *NOTE: At this time, Day by Day Child Development Center, Inc. has decided not to offer this option.*

Tuition Express is a Payment Card Industry Level 1 Service Provider and it is the premier payment processing solution in the childcare/early education industry. It will allow parents the ability to check their balance online, receive Email Payment Notifications, and the ability to print reports regarding their account.

Since 2003, Tuition Express has safely and conveniently processed billions in tuition and fee payments. Your account information is safe. Write checks no more. And easily make your tuition payment on time, every time. Saving your childcare provider time and money, since they no longer need to go to the bank or hunt down parents regarding past due payments and fees.

What is TuitionExpress.com?

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

NOTE: At this time, Day by Day Child Development Center, Inc. has decided not to offer this option. This may be available in the future depending on how the transition goes to TuitionExpress.com. Please keep in mind that this is a huge step and learning curve for our center as we transition to a computer based childcare management system.

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?

Yes. 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 child care provider.

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. This will be provided once you return your TuitionExpress Registration Form.
2. The second number you'll need will be the last 4 digits of the bank account (or credit card number) from which you have agreed to pay your provider.

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 the TuitionExpress.com website.

1. Go to www.tuitionexpress.com
2. If you have previously registered enter your *Username* 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 the last 4 digits of the bank account or credit card number (used to make payments).
 - 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.

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 click *Account History* (left side).

Tuition Express Frequently Asked Questions?

- **How Secure is my account information?**
As secure as it gets. Tuition Express is a Payment Card Industry (PCI) Level 1 Service Provider. Your account information could not be safer.
- **How will I know a payment has been processed through TuitionExpress?**
If you process the payment by swiping your credit card, you'll know firsthand. When your provider processes a payment via Tuition Express, you'll receive an emailed receipt.
- **What if my provider makes an error and debits my account too much?**
Report the error to your provider immediately – it was likely an honest mistake. The center will adjust your account accordingly.
- **What if my provider and I disagree about a payment?**
If you feel the payment should not have been processed, you have the right to dispute the charge. Contact your bank or credit card company.
- **Why should I use Tuition Express?**
It's safe, convenient, and easy. No more forgetting your checkbook or having to ask what your tuition charges are for the month. And it makes processing tuition and fee payments easier for your provider – giving them more time to care, nurture and teach your child.