



TUITION

Express



ProCare Software

## Frequently Asked Questions

Ever wonder how you could expedite collection of your tuition payments while making it easier on your clients? Wouldn't it be great to stop chasing clients who forget to pay their tuition on time? How would you like to improve your overall business efficiency? Tuition Express is the answer to these questions and many more.

### **In today's electronic environment, how secure is the bank account information I'll be sending?**

The ACH system that handles all electronic funds transfers (EFT) has been in existence since 1970 and is highly secure. In 2002, more than 9 billion electronic transactions and \$24 trillion dollars went through the system. **ProCare** addresses your security concerns with additional security measures, utilizing 128 bit encryption software.

### **What benefits will we see when Tuition Express collects our Accounts Receivable for us?**

A recent study by Connecticut-based Greenwich Associates shows that companies report processing cost savings of 11.5 cents per item when check collections are converted to automatic payments. Other benefits include: reduction of administration and operating expenses, elimination of time lost delivering the bank deposit, reduction in clerical expense associated with reconciliation, accelerated availability of funds, better cash management forecasting, improved business relationships, certainty of delivery, and possible reduction of bank service charges.

### **Will ProCare assist me in marketing Tuition Express? If so, what type of help can I expect?**

Absolutely! Once your application is approved, **ProCare** will send you a Getting Started package with all the marketing material you'll need. We'll send the Tuition Express software module, brochures, FAQ sheets, and application forms to hand out to your sponsors.

### **What are the costs associated with Tuition Express?**

Research indicates that **Tuition Express'** EFT fee structure is one of the lowest. Our philosophy is to deliver the best possible EFT products and services at an affordable rate. Refer to the "Schedule of Charges" on the reverse for current rates and fees.

### **How soon after I send my EFT file will my account be credited?**

Once you've sent your EFT request, you should see a credit to your account in about 48 hours (depending on

your bank). Not only is this faster than walking into your bank to make a deposit, but there are other benefits as well. You'll be notified of any NSF's much faster than the week or two it takes to receive notification from your bank.

### **How does Tuition Express credit my account for tuition and collect fees?**

**Tuition Express** will electronically transfer the funds to your account using the same ACH system it does to deduct payments from your sponsor's accounts. **Tuition Express** will collect its per item fees each time your account is credited for tuition. All monthly fees will be debited from your account on the first business day of each month.

### **What kind of reports will Tuition Express give me?**

When you send an EFT file to **Tuition Express**, we will e-mail a confirmation receipt. While **Tuition Express** is processing the credit to your account, you'll receive an e-mail reflecting the amount to be deposited. For NSF transactions, **Tuition Express** will send an e-mail, detailing the sponsor and the amount.

### **Who else is using electronic payments?**

The list keeps growing as the benefits to using electronic transfers become well known. The leaders include mortgage lenders, insurance companies, health clubs, cable TV, utility companies, churches and now child care providers.

### **How easy is it to get started with Tuition Express?**

Complete and sign the application, attach application fee and **VOIDED CHECK**. Fax or mail it back to us. Once your application is approved, we'll set up your account and send you all the materials needed to sign up your sponsors for **Tuition Express**. After that, all you have to do is have the sponsors sign the "Automatic Payment Authorization" and add them to **ProCare's** Tuition Express module.

**For more information on electronic payments, visit [www.directpayment.org](http://www.directpayment.org). This is an excellent resource explaining the system and its benefits.**

## Credit Card & ACH Schedule of Charges

<b>Account Set Up Fee*</b> (Each additional site \$45.00)	\$145.00
<b>Tuition Express Monthly Account Maintenance Fee**</b>	\$15.00
<b>Per Item Fee</b> An item equals one check or one credit card transaction Additional credit card processing fees will apply, see Credit Card Application.	\$0.33
<b>Return Item</b> (i.e., sponsor has an NSF, closed account, etc.)	\$3.50
<b>Credit Card Refund Processing Fee</b>	\$5.00/Batch
<b>Center Return Item†</b> (i.e., center has an NSF, closed account, etc.)	\$25.00
<b>Notification of Change(NOC) Fee</b>	\$3.50
<b>File Deletion††</b>	\$20.00
<b>Transmission Fee</b>	FREE
<b>ACH File Fee</b>	FREE
<b>Software Maintenance Fee</b>	FREE
<b>Parent Tuition Express Brochures</b>	1 <sup>ST</sup> 100 FREE
<b>Additional Parent Brochures</b>	\$15.00 PER 100

\* Account Set Up Fee covers all costs associated with the application process including, but not limited to, credit checks and set up of ACH & Credit Card services. A credit check is required because Professional Solutions provisionally credits your account with the amount requested through Tuition Express until settlement of the parent's account occurs.

\*\* Monthly Maintenance fees will be deducted on the 1<sup>st</sup> business day of each month. Monthly Maintenance Fee is applied to the month in which it is taken out. Monthly fee includes both ACH & Credit Card accounts.

† Should the center have insufficient funds in their account when Tuition Express attempts to debit said account for fees owed to Tuition Express, a \$25.00 surcharge will be assessed to cover NSF and related fees.

†† File deletion is possible after center has transmitted but prior to Tuition Express forwarding to the Bank System. Tuition Express forwards transactions to the Banking System at 3 pm P.T. each banking day.