

Getting Started Guide

- Tuition Express

Last revised: March 6, 2008



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Dear Friend:

Thank you for choosing **ProCare Software** as your Management System. Your confidence in us is greatly appreciated.

The mission of **Professional Solutions** is to provide the best management software and quality services to our customers. Specifically, our commitment is centered around the following goals and objectives:

- To always remember that the relationship between ourselves and our customer is one of sincere trust and to do everything possible to achieve and maintain that trust.
- To deliver to each customer the absolute best management software product and quality service, now and into the future.
- To remember that it is our duty and obligation to serve our customers so that their goals and objectives are fulfilled.
- To always be aware that each customer must be treated with care, concern, dignity and sensitivity.
- To at all times conduct ourselves in the utmost professional manner, adhering to the highest ethical standards and putting the interests of our customers first.

Thank you for letting us have this opportunity to serve your needs.

A handwritten signature in black ink, appearing to read "Jeffrey R. Blum".

Jeffrey R. Blum, President
Professional Solutions

Software License Agreement

Professional Solutions grants you a non-exclusive, non-transferable license* to use this copy of the **ProCare** Management Software and accompanying documentation. This license is not a sale. Title and copyrights to the program and accompanying documentation and any copy made by you remain with Professional Solutions. Unauthorized copying of the program or the accompanying documentation, or failure to comply with the following restrictions, will result in automatic termination of this license and any software support through Professional Solutions, and will make available to Professional Solutions other legal remedies. This software license authorizes you to utilize the program according to the following terms:

Acceptable

1. Use of this program at one registered location.
2. Installation of this program at more than one computer only if the computers are located at the center that originally purchased the site license to use the program. The original site for the software will have the site name encoded into the program.
3. Making one copy of the program in machine readable format solely for backup purposes. All proprietary notices must accompany the copy.

Unacceptable

1. Use of this program at more than one center, without a site license for that site.
2. Duplication (except for backup), modification, translation, reverse engineering, decompiling, disassembling, or creating derivative works based on the program or documentation.
3. Renting, transferring, or granting any rights in the program or documentation in any form to any person without the prior written consent of Professional Solutions.
4. Removing any proprietary notices, labels or warnings on the program and accompanying documentation.
5. Selling or otherwise transferring your software license to a new owner or other business entity.*

* Professional Solutions reserves the right to transfer the Software License with an associated fee.

Software Warranty

Professional Solutions warrants that, for a period of ninety (90) days from the date of delivery to you, as evidenced by the date on your invoice, the media on which the program is furnished under normal use will be free from defects in materials and workmanship and the program under normal use will function without significant errors that make it unusable. If you notify Professional Solutions within the warranty period of any such defects, Professional Solutions will replace the defective media.

The sole remedy for breach of this warranty is limited to replacement of defective materials or refund of purchase price and does not include any other kinds of damages.

The entire risk as to the performance of the programs is with the purchaser. Professional Solutions does not warrant that the operation of the programs will be uninterrupted or error-free. Professional Solutions assumes no responsibility or liability of any kind of errors in the programs or documentation or for the consequences of any such errors. In no event will Professional Solutions be liable for any damages, including loss of data, lost profits, or other special, incidental, consequential or indirect damages from the use of the program or accompanying documentation, however caused and on any theory of liability. You acknowledge that the license fee reflects this allocation of risk.

Get Started with ProCare Today!



1. Install ProCare

Complete installation instructions are included with your ProCare CD. To print an additional copy visit support.procaresoftware.com and select **Print Installation Instructions**.

Note: Installation on a network may require you to work with a local computer technician to setup and configure your network prior to installing ProCare. If you (or your technician) need assistance with installation, please contact **ProCare Technical Support** at **1-(800)-964-1729**.

2. Learn ProCare

Learn ProCare through live web based training or use Free Learning Tools, including self-paced tutorials, to help get the most from your childcare management software.

Get Live Training – 30 Minutes Free for First Time Buyers*

With Live Training you'll learn how to get the most from ProCare while working live on your own data. Just share your computer screen with the instructor for a true hands-on learning experience. A free, 30-minute, online training session is included with your first time purchase of ProCare*. Additional training is available at modest rates.

Learn more at training.procaresoftware.com or call **1-(800)-964-1729** and ask for the Training Department.

*Note: To qualify you must schedule your training within 3 months of your initial purchase.

Use the Free Learning Tools

Free Learning Tools are always available to let you learn at your own pace and at a time convenient for you.

Online Tutorials

Interactive, step by step tutorials show you how to use each ProCare module.

Visit support.procaresoftware.com and select **Tutorials**.

Getting Started Guides

User Guides (like this one) are a great way to familiarize yourself with the basics of getting around ProCare. We suggest you read a few pages at a time then take a Tutorial related to what you just read.

Frequent Questions & Online Help

Answers to many Frequent Questions and up to date Online Help are available at support.procaresoftware.com. If you're not online, there is also Help built into ProCare – just click the Red Question Mark located on many ProCare screens or tap the F1 key on your keyboard.

3. Technical Support

Toll free Technical Support is available for installation questions, trouble shooting issues, and answers to specific questions for all current versions of ProCare. If your answer is not available in the many learning resources above please contact **ProCare Technical Support** at **1-(800) -964-1729**.

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ProCare Tuition Express

Purpose

Tuition Express is designed to streamline collection of childcare related payments. Parents choose to have their balance due automatically withdrawn from a checking or savings account or charged to a credit card. Individual credit cards may also be processed (using the Point of Sale feature) to handle immediate payment for things like drop-in care.

You must have an internet connection at the ProCare computer that will be used to process payments and a primary email address to which receipts will be sent. For security reasons you cannot view, or change authorized email addresses within ProCare. These are established at the time you sign up for the Tuition Express service. Change request forms may be printed online at teforms.procaresoftware.com and faxed to Tuition Express for processing.

Before you Begin

If you received a new ProCare CD with your Tuition Express package, you'll need to install it first. Please follow the installation instructions that came with the CD.

Online Tutorials

ProCare Tutorials will guide you through the set up process. Visit support.procaresoftware.com and click the link to the **Tutorials**.

Step by Step

First Time Set Up

Initial set up necessary to use Tuition Express - Page 2.

Recurring Payments

For recurring payments families must be set up in advance.

- ✓ **Family Set Up:** Done whenever new families sign up or a change is made - Page 4.
- ✓ **Process Recurring Payments:** Done each week, month, or whenever payments are due - Page 7.
- ✓ **Online Services:** Centers and parents may log on to *TuitionExpress.com* - Page 10.
- ✓ **Timeline:** Learn when each step of the financial processing occurs - Page 14.

Point of Sale Payments

Use the Point of Sale feature to process individual credit card payments. No prior set up for the family is required - Page 12.

First Time Set Up

First Time Set Up:

- Sign Up to receive your Tuition Express Account Number (see below).
- Set up User Limits to prevent unauthorized personnel from gaining access to Tuition Express information (see below).
- Create Payment Descriptions (see below).
- Activate Tuition Express (see next page).

Sign Up for Tuition Express

You should have received a “Congratulations” letter showing your **Tuition Express Account Number**. The Account Number will be needed to activate the Tuition Express feature in ProCare. If you have not already signed up for Tuition Express or are unable to locate your Account Number please contact us at 1-800-338-3884.

User Limits

Limit staff members from having access to Tuition Express and from changing financial information.

- Begin at the main screen of Family Data & Accounting. If anyone else is using ProCare on your network it will be necessary for them to exit the Family Data & Accounting module for a few minutes until all of step #1 is completed.
- Click the **Functions** menu and select **Program Configuration**, then **Family Data Setup**.

	System Supervisor	System Manager	Supervisor User I	Supervisor User II	Supervisor User III	General User I	General User II	General User III
23	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- At the Family Data Setup screen click **User Limits** (upper left).
- Scroll down to limits #25 and #23. To see what each limit prevents click directly on the number. Clicking on #25 will say “Process Tuition Express Functions” while #23 will say “Modify Entries that have been Posted on the Customer Ledger Card”.
- Place a **Red Check Mark** next to #25 in all security levels *except* System Supervisor. This allows only persons at the System Supervisor level to use Tuition Express or have access to Tuition Express information. In some cases it may be appropriate to allow persons at the System Manager level to remain unchecked.

- Place a **Red Check Mark** next to #23 for all security levels *including* System Supervisor. Although you may decide that persons at the System Supervisor level should have this ability, please proceed with caution. Unchecking limit #23 allows financial history to be changed thus leading to confusion when trying to compare financial reports.

	Description	Standard Amount	Billing Box	GL Number	General Ledger Description
1	Pmt by Check	0.00	<input type="checkbox"/>	1000.00	Primary Bank Account
2	Pmt by Cash	0.00	<input type="checkbox"/>	1000.00	Primary Bank Account
3	Pmt by Agency	0.00	<input type="checkbox"/>	1000.00	Primary Bank Account
4	NSF Check	0.00	<input type="checkbox"/>	1000.00	Primary Bank Account
5	Pmt Tuition Express	0.00	<input type="checkbox"/>	1000.00	Primary Bank Account
6	Declined Credit Card	0.00	<input type="checkbox"/>	1000.00	Primary Bank Account
7	Credit Card Refund	0.00	<input type="checkbox"/>	1000.00	Primary Bank Account
8			<input type="checkbox"/>		
9			<input type="checkbox"/>		
10			<input type="checkbox"/>		

Create Payment Descriptions

Create a Payment Description to use for Tuition Express. It's best to create a description called "Pmt Tuition Express". You may also want one for “Declined Credit Cards” to reverse any Tuition Express payments made by credit card that are declined. In cases where a family has non-sufficient funds in their checking or savings account you'll use the standard “NSF Check” description. Another useful description is "Credit Card Refund" to use in cases where the amount charged to a credit card must be reversed.

- Begin at the main screen of Family Data & Accounting.
- Click the **Functions** menu and select **Program Configuration**, then **Family Accounting Setup**.
- Click the **Payment Descriptions** button. Type your new Payment Descriptions like “Pmt Tuition Express” on the next available lines. The amount will vary so set the standard to \$0.00. Do not check the Billing Box column. The GL Number will normally be the same as other payment descriptions, usually 1000.00 Primary Bank Account.

Activate Tuition Express

- Begin at the main screen of the Family Data & Accounting module. Click the **Functions** menu and select **Process Tuition Express**. Click the **Setup** button.
- Enter your **Tuition Express Account Number**. The number may be entered with or without dashes.
- Select the **Payment Category** (Description) you created in the previous step.
- Check either or both of the “**When Submitting a Batch**” options. You may choose to:

Enter a Comment: Allows comments to be included on automated parent email receipts. When Processing Payments you'll be prompted to enter a comment for example to show the dates of service, make small center announcements or thank families for their business. Comments are restricted to 100 characters; longer comments may be made through the Message Center at TuitionExpress.com. If both types of comments are used they will both be included on parent email receipts.

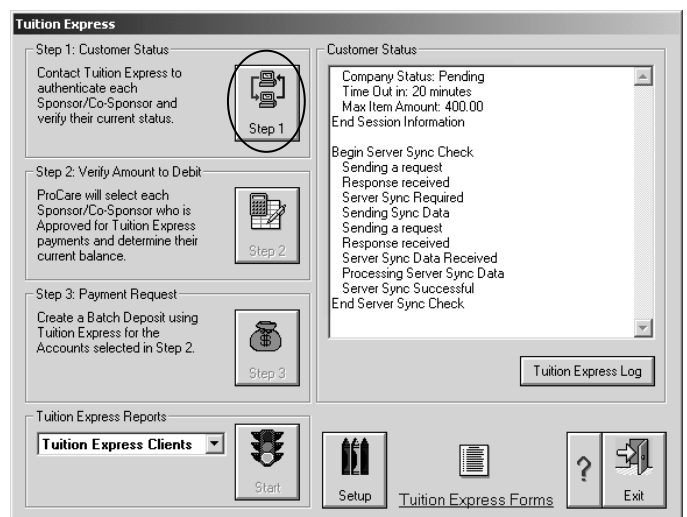
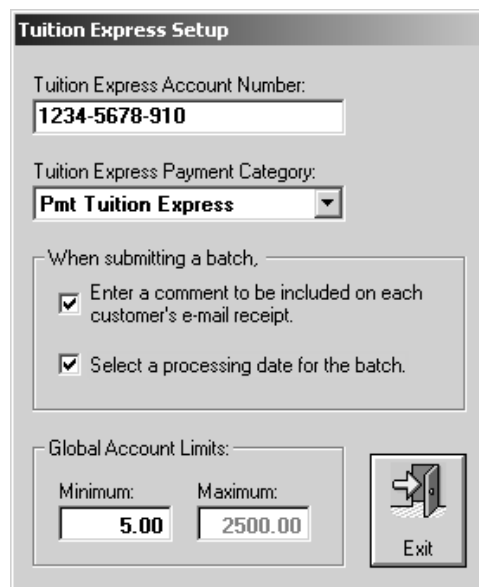
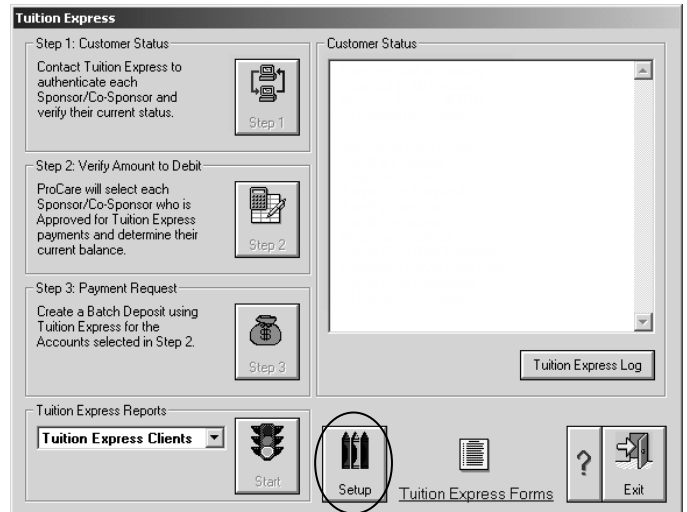
Select a Processing Date: This option allows you to select a processing date up to 14 days in the future. For example if the person who normally processes payments will be out of the office on a certain day the batch may be submitted ahead of time. When processing payments you'll be able to select the date you want the file processed. If you leave this option unchecked each batch will be processed the day it is received* (see page 14).

- **Global Account Limits** are the minimum and maximum dollar amounts that could be deducted from the bank account of any one family at a time. These limits are "global" meaning they affect all families. Later, you'll be able to assign individual maximums per family. Typically the **Minimum** should be in the \$5 to \$10 dollar range, although you could set the minimum at \$0 if you wanted to collect any amount owed. The **Maximum** amount is determined when you sign up for Tuition Express and cannot be changed without contacting us.* A default maximum will be displayed temporarily. This will be updated with your actual maximum when you complete these steps.

*Note: Change request forms may be printed from ProCareSoftware.com and faxed to us for processing.

- Click **Exit** to leave the Set Up screen. You will see a message requesting that you click Step 1 to authenticate the account number. Just click **OK** to return to the Tuition Express screen.
- Click the **Step 1** button (Customer Status). This will confirm your account and update your Global Maximum. When this process is complete you'll see “End Server Sync Check” or “Sync Complete”.

Note: ProCare will attempt to connect to the internet for you. If you have difficulty connecting try getting on-line first, then return to ProCare and click Step 1 again.



Family Set Up – Recurring Payments

Overview:

- Family Set Up - Done whenever new families sign up or a change occurs to a family's bank account or credit card information (see below).
- Transmit Information for Approval - Usually done after setting up a number of new families (see page 6). We recommended you transmit new families the day they are entered to begin the pre-note process.

How to Set Up a Family

Once families have completed the authorization form, you can set up their Tuition Express information in ProCare. Additional authorization forms may be ordered from us or printed from our web site at teforms.procaresoftware.com.

- Look Up the family you wish to set up and click the **Ledger** button (bottom of the Family Data & Accounting screen).

Customer Ledger Card

Data Field Information: Gomez & Morticia Adams

Select the Charge or Credit Description.

Review Prior Week | Review Next Week | Current Ledger Card: >Sponsor

Initials	Day	Date	Description	Comment	Amount	Balance
BOS	Mon	09/01/2003	Tuition-Toddlers	Pugsley	105.00	105.00
BOS	Mon	09/01/2003	Tuition-Kindergarten	Wednesday	90.00	195.00
BOS	Mon	09/01/2003	Family Discount	10% Older Child	9.00	186.00
BOS	Mon	09/01/2003	Pmt By Check	Ck 453	186.00	0.00
BOS	Thu	09/04/2003	Tuition-Infant		145.00	145.00

Buttons: Void, Sort, Post, Cancel, ?, Exit

- At the **Customer Ledger Card** screen under the heading "Current Ledger Card" select either the **Sponsor** or **Co-Sponsor** ledger depending on who will be paying.

Note: If the Sponsor and Co-Sponsor each pay a portion of tuition you'll need to collect separate Authorization Forms and set up the Tuition Express screens for both ledger cards.

- Click **Tuition Express** (upper right).
- The **Tuition Express Status** will be blank the first time a family is set up. You cannot change the status. The status will change to "New Record – Not Transmitted" once all the information is entered (and you Exit the screen). When the information is transmitted to us the status will change to "Pending Approval".

Note: Approval will take approximately 6 banking days, once the information is transmitted to us. This approval process is a bank required regulation.

Tuition Express

Gomez & Morticia Adams | Tuition Express Status

Account Holder Information

Checking Savings Credit Card

Account Number: 12345678910 | Routing Number: 123456789 | Name on Bank Account: Morticia Adams

Bank Name: First Scaryville Bank | Account Phone: (515) 123-4567

Tuition Express Settings

Maximum Amount: 250.00 | Start Date: 09/01/2003

Temporarily Disable Tuition Express

Any change to fields of this color will change the Status of this account to "New Record – Not Transmitted" and will automatically start a new Approval Process.

Comments: Gomez Adams is also authorized on this account.

Buttons: Cancel, ?, Exit

- Select the type of account: **Checking, Savings, or Credit Card** and enter the **Account Holder Information**. (See page 5 for details.)
- Enter the **Maximum Amount** that may be transferred from this family's account for a single transaction. This should be *higher* than the normal weekly or monthly amount they have agreed to pay, to account for any other fees they may be charged, like late pick up, extra days, supply fees, etc.. A good rule of thumb for weekly fees would be to double the weekly tuition and add \$50. This allows for reprocessing of NSF amounts including NSF fees and any new charges incurred during the week. For example if the family pays a weekly tuition of \$100, multiply by 2 and add \$50 for a maximum of \$250.

Note: If you cannot type the amount, for example you're trying to enter \$500, but it will only accept \$50, that means you are attempting to enter an amount that is above the Global Maximum established in Step 1d (page 3).

- Enter the **Start Date** on which transactions may begin. Typically you'll leave the default date (today's date). You may wish to change it if you've made prior arrangements with the family not to begin collecting funds using Tuition Express until a particular date. For example a Start Date of September 1st would mean that no funds could be withdrawn from their account until at least that date.
- **Temporarily Disable Tuition Express.** Check this box only if you wish to prevent funds from being transferred.
- Enter any **Comments** regarding this family's account (up to 50 characters). The comment is for your purposes only. It is not used in the electronic transaction process.

Account Information


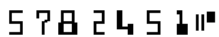

Checking Accounts:

Enter the bank **Account Number** and **Routing Number** from the bottom of a *check* as shown. **Do not use a deposit slip.** The Routing Number is always 9 digits, usually appears first, and cannot begin with the number 5. Routing numbers that begin with 5 generally appear on deposit slips, not checks. The Account Number could be any number of digits and usually appears in the middle. The **Name on Bank Account** and **Account Phone** would usually be the name and phone number of the parent (known as the account holder) unless the account belongs to someone else, like a grandparent, etc...

Note 1: The three most common reasons an account is *declined* are:

- The account information was taken from a *Deposit Slip*. The account and routing numbers *must* come from a *Voided Check*.
- The check number was accidentally included as though it were part of the Account Number. Be sure to ignore the check number. It is not used for electronic transactions. The check number appears in the upper right of the check and as part of the MICR numbers at the bottom. Sometimes it may be in the middle between the Routing and Account numbers.
- The account is at a *Credit Union*. In many cases Credit Union numbers printed at the bottom of the check are not valid for electronic (ACH) transactions. Please advise families to contact their Credit Union to confirm the correct information for ACH transactions.

Note 2: The **Name on Bank Account** is limited to 22 characters. This is a limit established by the banking system for electronic transactions. If two persons are the account holders (a joint checking account) and both names do not fit, then enter the name of the primary account holder. If the name is still too long you may need to use a first initial only, rather than their full name.

John Smith Sally Smith 123 Main Street Anytown, OR 97504	18-0026 / 2149	1420
PAY TO THE ORDER OF _____	DATE _____	\$ <input style="width: 50px;" type="text"/>
_____ Dollars		
Anytown Bank Anytown, OR Memo _____		
		
<input style="width: 150px; height: 20px;" type="text"/> Routing Number	<input style="width: 150px; height: 20px;" type="text"/> Account Number	<input style="width: 50px; height: 20px;" type="text"/> Check Number

Savings Accounts:

Same as Checking, but since there probably will not be a check to look at, the Account Number and Routing Number would need to be obtained from the parent (the account holder). Account information can be found on a pre-printed *withdrawal slip* or the savings passbook. Do not use a *deposit slip*. The Routing Number is always 9 digits and cannot begin with the number 5. Routing numbers that begin with 5 generally appear on deposit slips. The Account Number could be any number of digits.

Credit Cards

Continued on next page >>

Credit Cards

The Credit Card option will only be available if the center has been approved for credit card transactions by submitting the **Credit Card Processing Application**. To obtain an application visit teforms.procaresoftware.com and select “Applications Package” or call 1-800-338-3884.

To set up a family for credit card payments select the **Credit Card** option toward the top of the family’s Tuition Express screen. The types of cards your center accepts will be displayed in the upper right. Enter the requested information including their **Name** as it appears on the card, the phone number of the card holder (shown as **Account Holder Phone**), the credit card **Account Number**, **Expiration Date**, and **Billing Address** for the card.

Transmit Information for Approval

Once the family account information has been entered it must be transmitted to us for approval. Typically you’ll enter information for many families that have recently signed up, then transmit the information. Until families become approved their status will say either “New Record – Not Transmitted” or “Pending Approval” (if the information has been transmitted but not yet approved). The approval process takes approximately *three* banking days for credit cards and *six* days for checking or savings accounts. Changes to the Maximum Amount for a family typically take three days. Once approval is granted processing may take place at any time.

- Begin at the main screen of the Family Data & Accounting module. Click the **Functions** menu and select **Process Tuition Express**.
- Click the **Step 1** button (Customer Status). This will transmit the family account information. When this process is complete you'll see **End Server Sync Check** or **Sync Complete**. Then click **Exit**.

Note: ProCare will attempt to connect to the internet for you. If you have difficulty connecting try getting on-line first, then return to ProCare and click Step 1 again.

- In the future, as new families sign up for Tuition Express (or changes are made to the account information of existing families) you'll repeat steps 2a and 2b.

*Note: When important account information is changed (any of the yellow boxes) for an existing family the status will revert to “Pending Approval” even if the information has not yet been transmitted. Once transmitted, the approval process begins again. If you’re not sure whether the information has been transmitted go ahead and transmit it. It won’t hurt anything just to transmit information (the Step 1 button only) a second time.

Tuition Express Clients Report: Use the **Tuition Express Clients** report to check the approval status of the families. Each time you complete **Step 1** the “Clients” report is updated with the latest information.



Tuition Express Forms:

Use the **Tuition Express Forms** link to access our web site for up to date application and change request forms and other information.

Process Recurring Payments

Before you begin

- As a precaution, be sure to **Back Up** your ProCare data before processing payments* and, of course, make a back up at the end of each day as well.
- Before processing Tuition Express payments be sure to perform **Automatic Billing** to transfer the normal charges from each family's Billing Box to their Ledger Card. Tuition Express will then request a transfer of funds from each selected family's account. The default request will be for the **full amount of their balance** (although you may enter a lower amount for an individual family) up to the maximum established for each family and the Global Maximum for the center.

***Important!** If you find it necessary to *restore a back up* of your data *after* you have already completed processing payments, **DO NOT, UNDER ANY CIRCUMSTANCES**, process those same payments again. This would deduct the funds from each family's bank account twice! If it is necessary to re-enter Tuition Express payments, they must be re-entered *manually* on each family Ledger Card (or by using Batch Ledger Posting).

Although Tuition Express has built-in safeguards to minimize the chance of the same transactions being processed twice, the possibility of duplicate transactions remains. Call us immediately if you believe files may have been transmitted more than one time.

Deposit Reports

Tuition Express payments will be automatically placed in their own, separate (closed) Deposit Reports. One for ACH transactions (checking & savings accounts) and a second for credit cards. Therefore, it is necessary to finish and close any Current Deposit Report that may still be open. Tuition Express will remind you if the current report needs to be closed.

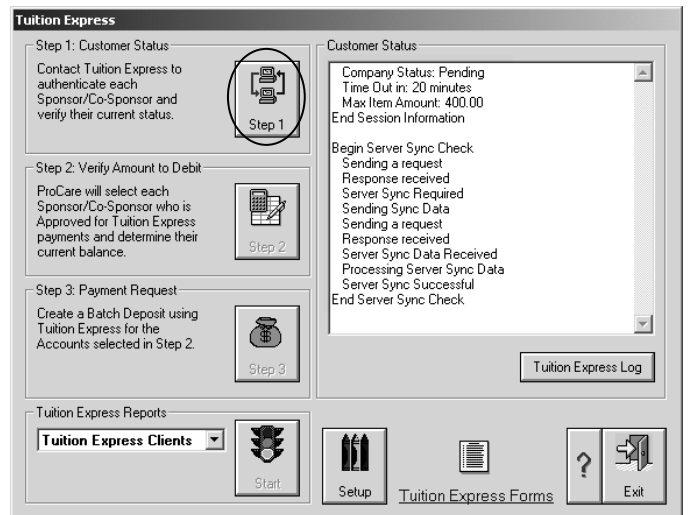
- To close a deposit report begin at the main screen of Family Data & Accounting. Click the **Reports** menu select **General Reports** then click **Accounting** reports on the right hand side.
- Choose report **Letter – K: Deposit Report**. Click **Start** and **Print** the report, then click the **Close** button (with the safe).

Processing Payments

Processing payments consists of 4 buttons including: **Step 1**, **Step 2**, **Step 3** and the **Tuition Express Log**.

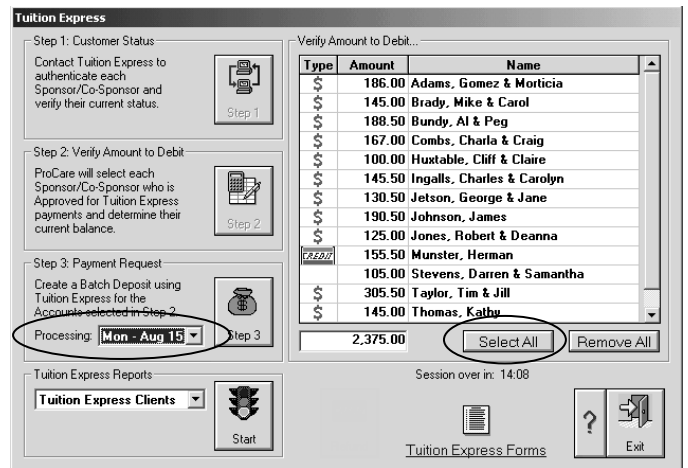
- Begin at the main screen of the Family Data & Accounting module. Click the **Functions** menu and select **Process Tuition Express**.
- Click the **Step 1** button (Customer Status) . This will transmit any new family account information and confirm the status of existing families. When this process is complete you'll see **End Server Sync Check**.

Note: ProCare will attempt to connect to the internet for you. If you have difficulty connecting try getting on-line first, then return to ProCare and click Step 1 again.



- Click the **Step 2** button (Verify Amount to Debit).
 - a. Select the **Families** whom you wish to process. As families are selected the total amount to be transferred will be displayed.
 - b. Choose a **Processing Date** (See Note 1 - next page) up to 14 days in the future. A Processing Date drop down list is located next to the Step 3 button.

Dollar / Credit Symbol: You can tell if a family is selected because they will have a symbol in the column indicating the payment type. A Dollar Sign indicates that family has chosen a checking or savings account from which to have their payments withdrawn. While a Credit Symbol indicates that family has chosen to have their payment charged to a credit card.



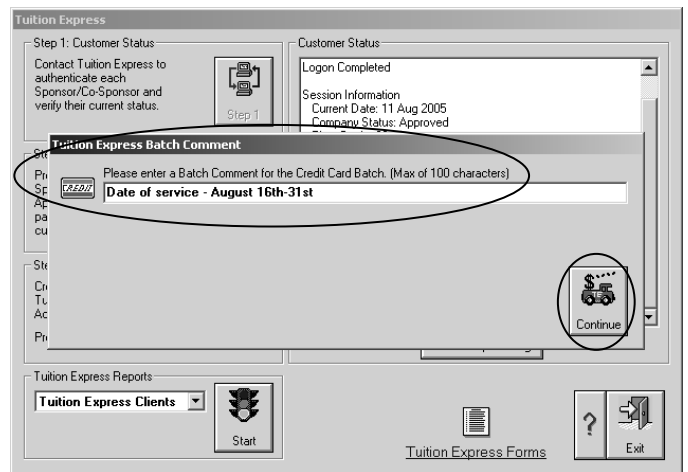
Select All: You may click Select All to select every family on the list, then unselect any families from whom you do not wish to process payments. **Remove All** simply unselects all families. It does not remove or delete any information. **AT LEAST ONE FAMILY MUST BE SELECTED IN ORDER TO CONTINUE.**

Edit Amount: You may choose to collect *less* money than shown from a particular family by typing over the amount. The ability to edit amounts may be turned off at your discretion by contacting technical support.

Sort by Name or Amount: You may sort the families alphabetically or by amount. Just click the heading (Amount or Name) to change the sorting.

If the Step 2 button is grayed out (and no families are shown) it may indicate that the center has not yet been approved, or no families have been approved, or none of the approved families have a balance due, or that today is BEFORE their Start Date. Remember it takes several banking days for approval AFTER you first transmitted the family information in Step 2b (page 6) of these instructions.

- Click the **Step 3** button (Payment Request).
- Enter a **Batch Comment** (See Note 1 – next page) to appear on parent email receipts, for example the dates of childcare service provided. Then click **Continue**.
- At this point the file is transferred to Tuition Express for processing. When this is complete you'll see **End Closing Session**.
- Click the **Tuition Express Log** button and print the log. From the **File** menu select **Print**. This is your ONLY opportunity to print the log (although you could save the log as a text file and print it later). The log will contain helpful information regarding this batch of payments. If you forget to print it, don't worry, the information will be available to you in the email receipt you'll receive. See page 9 for more information about the log.
- At this point, payments have been posted to each family **Ledger Card** including the **Batch Confirmation Number** of the transaction in the **Comment** box. Keep in mind that ACH transactions (from checking & savings) will have a separate batch number from payments made by credit card.
- You may now print **Closed Deposit Report(s)** which includes these payment batches. For example, if you are now on deposit report #123, the most recently closed reports #121 and #122 would contain payments from these two batches (one for ACH payments and another for credit cards). The Deposit Report Number(s) will also be shown on the Tuition Express Log.



Continued on next page >>

- An email confirming the receipt of these payment batches will be sent to the email address(es) of record shortly after Tuition Express receives your transmission. Transmissions must be received by 3:00 PM Pacific Time to begin processing the same day.
 - » See page 14 for a complete timeline.
 - » Examples of email receipts, notifications, etc. may be found online at support.procaresoftware.com under Frequently Asked Questions.
- Within 48 hours (2 banking days) a second email will be sent confirming the deposit(s) to your account and showing transaction fees that will be deducted from your account.

Notes

Note 1: **Processing Date** and **Batch Comment** will be available only if those options were checked at the Tuition Express Setup screen. The Processing Date is the day the file is sent through the banking system to be processed. Payments will be withdrawn from client's accounts on the next business day.

Note 2: Individual banks have the discretion to place a 24 hour hold on electronic transactions. You may wish to confirm with your bank as to when the funds will be available for withdrawal.

Note 3: Please keep all email regarding Tuition Express, for reference purposes, at least until you have balanced your checkbook for that period of time.

Tuition Express Log

Although the Tuition Express Log is helpful, especially for trouble shooting purposes, it is not crucial. In other words, if you forgot to print it the information would be available to you elsewhere. For example, the email receipt will include much of the same information. The **Settlement Date** is the date funds are expected to be deposited to your account, although depending on your bank, the funds may not be available for immediate withdrawal. The **Deposit Report Number** is the ProCare Deposit Report that contains a detailed list of the families and payment amounts. Generally the most useful information will be under the heading **Batch Information** as shown below.

Partial Example of Log:

Batch Information

Confirmation Number: 000051968

Confirmation Email Address: owner@littleredschool.com

Settlement Date: 18 Sept 2003

Batch Total: 2,108.50

Deposit Report Number: 58

End Batch Information

Online Services at TuitionExpress.com

Purpose:

TuitionExpress.com is the fastest, most convenient way for childcare centers and parents to view their account information, see account activity and sign up for parent email notification. These online services are offered free to centers that use Tuition Express. Note: Parent features are *not available* for Point of Sale payments.

Center Features:

- Batch History Reporting
- Specialized Reporting
 - Batch Summary and Detail Reporting
 - Fee Summary Reports
 - Client Status List
 - Service Usage Summary Report
- Message Center-Allows centers to customize various notification messages
 - Receipt Message- Center customized messages
 - NSF Messages- Develop custom messages addressing NSF's
 - Credit Card Declined Messages- Custom messages addressing Credit Card Declines

Parent Features:

- Sign up for Email Notification
- Recent Transaction History
- Line Item Summary
- Bank Account Information – Parents view which bank or credit card account they are using for Tuition Express payments.

4a. Registration & log in for childcare centers

You must register (once) to establish a user name and password that you'll use each time you log in to TuitionExpress.com.

- Go to <http://www.tuitionexpress.com> and click on **My Account** at the top of the screen.
- Click on the **Register** link to set up your account.
- Enter your **Tuition Express ID number**
[Hint: To find your account number go to the main screen of **Family Data & Accounting** in ProCare. Click the **Functions** menu (upper left) then choose **Process Tuition Express** and click the **Set Up** button (at the bottom). The **Tuition Express Account Number** is your ID number.]
- Enter the **Last 4 digits of your bank account number**.
[Hint: These are the last 4 digits of the bank account you're using for Tuition Express deposits.]
- Select a Username and Password. You'll use this information each time you log in to TuitionExpress.com. If you forget your username or password you can always re-register.
- Follow the on screen instructions to complete the process.

Tuition Express Setup

Tuition Express Account Number:
1234-5678-910

Tuition Express Payment Category:
Pmt Tuition Express

When submitting a batch,

- Enter a comment to be included on each customer's e-mail receipt.
- Select a processing date for the batch.

Global Account Limits:

Minimum:	Maximum:
5.00	2500.00

Exit

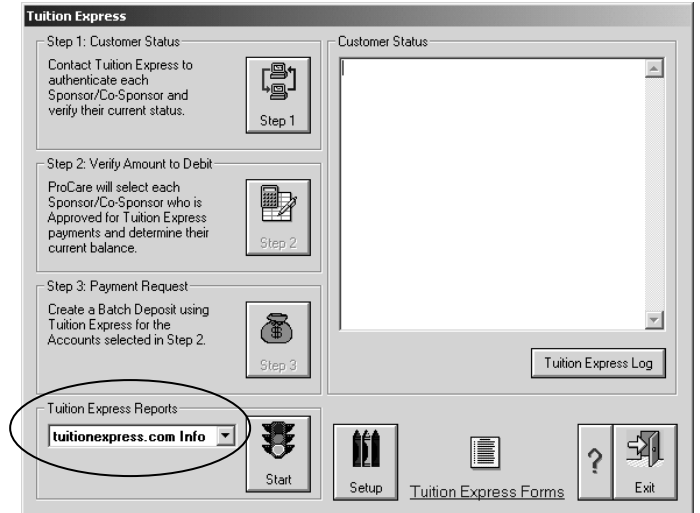
4b. Registration & log in for parents & guardians

Important Note to Childcare Providers

In order for parents to register at tuitionexpress.com:

1. They must have completed the authorization form and have had their account information set up in ProCare (see page 4).
2. Then you will need to provide them with their unique **Tuition Express ID number**. To print a list of parent ID numbers begin at the main screen of **Family Data & Accounting** in ProCare. Click the **Functions** menu (upper left) then choose **Process Tuition Express**. Under **Tuition Express Reports** (lower left) select **tuitionexpress.com Info** and click **Start**. Cut the printed page into sections that may be given out to each parent.

To find the ID number for just one family look up that family's name at the main screen of **Family Data & Accounting** in ProCare. Click the **Ledger** button. Make sure you have the appropriate parent ledger selected (like Sponsor or CoSponsor). Click the **Tuition Express** button (upper right). The **ID number** will appear toward the upper right.



Parents must register (once) to establish a user name and password that they will use each time they log in to TuitionExpress.com

- Parents go to <http://www.tuitionexpress.com> and click on **My Account** at the top of the screen.
- Click on the **Register** link to set up your account.
- Enter your **Tuition Express ID number** (provided by your childcare center).
- Enter the **Last 4 digits of your bank or credit card account number**.
[Hint: These are the last 4 digits of the bank or credit card account you're using for Tuition Express payments.]
- Select a Username and Password. You'll use this information each time you log in to TuitionExpress.com. If you forget your username or password you can always re-register.
- Follow the on screen instructions to complete the process.

Point of Sale Payments

Card Reader

Make sure the Credit Card Reader is connected to a USB port on your computer. A green light should be displayed indicating the card reader is ready.

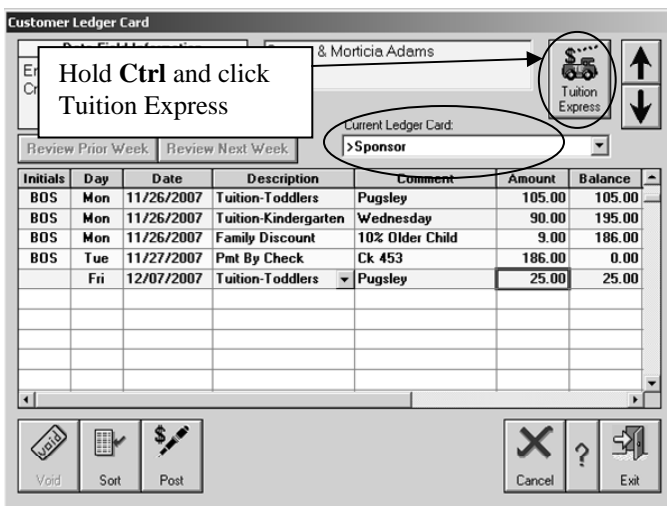
Receipt Printing

You'll want to turn "on" receipt printing. This will print a duplicate receipt with a merchant copy for you to keep (and for the customer to sign) and a copy for the customer as well. See the Family Data & Accounting guide for more detail.

1. Begin at the main screen of Family Data & Accounting.
2. Click the **Functions** menu (upper left) and select **Program Configuration**, then **Family Accounting Setup**.
3. Click the **Print Receipt Options** button (lower left) and check the box that says **Turn Receipt Printing On**.
4. You'll need to select at least one **Payment Category** (upper right) for which to print receipts like **Pmt Tuition Express**. You may select others (like Pmt by Check, Pmt by Cash) if desired.

Note 1: If you already print receipts for categories like Cash or Checks then you're all set. Point of Sale payments will automatically be included and print in "Duplicate Receipt" format regardless of which Receipt Format is selected for other payment types.

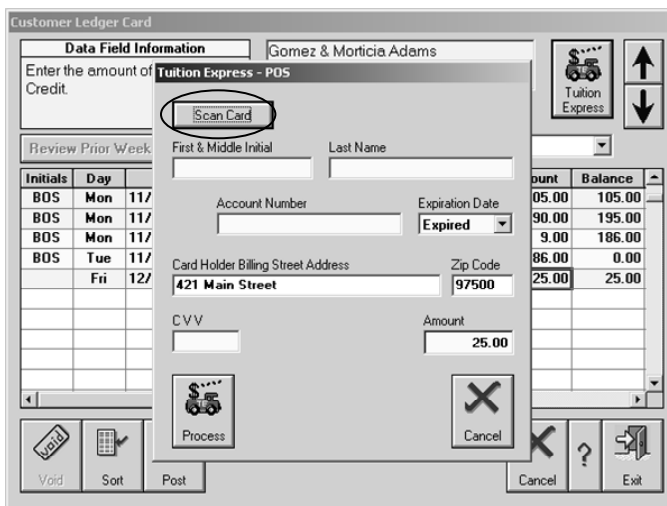
Note 2: Receipts are printed for Point of Sale payments *not* recurring payments. Families set up for recurring payments may print their own receipts at TuitionExpress.com (see page 10 for details).



Process a Point of Sale Payment

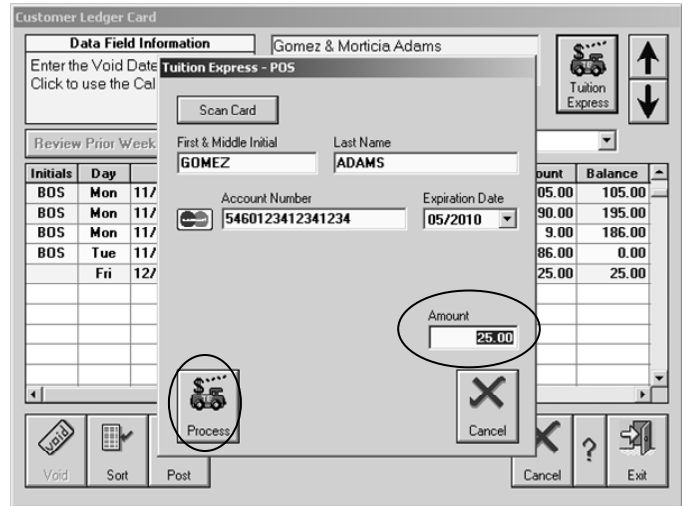
No prior setup is needed for the family. Any valid card may be used from any person paying on the account, for example a parent, grandparent, or friend of the family.

- Look Up a family and click the **Ledger** button (bottom of the Family Data & Accounting screen).
- At the **Customer Ledger Card** screen under the heading "Current Ledger Card" select either the **Sponsor** or **Co-Sponsor** ledger depending on whose account the payment should be recorded to.
- Hold the **Ctrl** key on your keyboard and click **Tuition Express** (upper right).
- Click **Scan Card** then swipe the card through the reader.



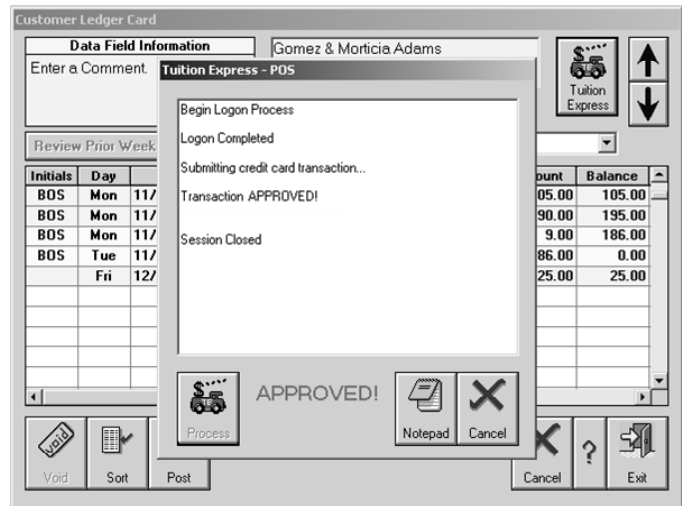
If needed you may manually enter the card information. For manual entry yellow fields are required, white are optional. Enter as much information as possible for the best rate.

- After scanning a card, the **Card Holder Information** appears including the current amount due. You may change the amount if needed.
- Confirm the **Amount** and click **Process**. You must be *online* to process the transaction.

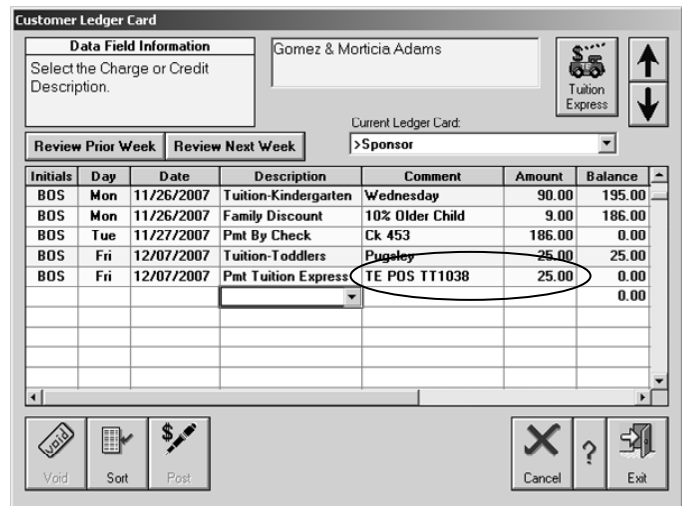


- Once the card is approved you may briefly see the **Approved** message on screen. Don't be concerned if you miss it as it may go by quickly.
- If you have receipt printing set to "Confirm Printing of Receipt" you'll get a message asking if you'd like a Receipt. Otherwise the receipt will print on it's own without asking.

Have the card holder sign your copy of the receipt and give the other copy to them. Just cut the sheet in half as the two receipts both print on the same page.



- The payment will automatically be recorded on the Ledger Card with the **Point of Sale Transaction Number**.
- That's it. The transaction is now complete.



Processing Timeline

ACH (checking/savings) and Credit Card items are processed at the same time.

Credit Cards Processing Timeline

- Center transmits credit card payment request by 3:00PM pacific time.
- Tuition Express processes center request between 3:00PM-4:00PM pacific time.*
- Center notified via email of any credit card declines on the same day as processing.
- Funds are credited to center's bank account in 48 hours**

ACH Processing (Automatic Debits from checking and savings)

Day 0

- Center transmits automatic debit request by 3:00PM pacific time.*
- Center receives email Batch Receipt indicating Tuition Express received center request.
- Tuition Express processes all center requests between 3:00PM-4:00PM Pacific Time.

Day 1

- Tuition Express initiates deposit into center's bank account.
- Per Item fees related to transaction are calculated and prepared for processing.
- Parents accounts are debited (note: The time of day the parents accounts are debited depends on the State in which you live and the internal policies of the bank).
- Tuition Express processes both center deposit and fee related withdrawal between 3:00PM-4:00PM Pacific Time. Center receives email Settlement Notice on transaction.

Day 2

- Funds deposited to center bank account**
- Non-sufficient funds (NSF) / Returns are processed. Center notified via email of all NSF clients and the amount. (Note: Center may be sent a "Notification of Change" (NOC) and charged a fee. NOC's are typically a result of bank mergers. Unlike returns, center receives requested amount and is notified to make changes to the parent's bank account information or be subject to further charges).
- Tuition Express initiates withdrawal of NSF amount and related NSF fees.

Day 3

- Centers bank account reflects withdrawal of any NSF / Returns that have been debited along with all related bank fees.
- Returns continue to be processed on original batch due to some banks responding slower then others.

Day 4

- Centers bank account reflects withdrawal of any NSF / Returns that have been debited along with all related bank fees.
- Returns continue to be processed on original batch due to some banks responding slower then others.

***Payment requests submitted after 3:00PM Pacific Time will be processed the next banking day.**

**** Your bank may place a 24 hour hold on your deposit. Consult with your bank for a waiver if this occurs.**



ProCare Software

Hop aboard the Tuition Express and never write a check again!

As your childcare provider, we are excited to offer you the convenience of automatic tuition payments through Tuition Express. You'll no longer need to write a check or remember your checkbook when you're picking up your child at the end of a hectic day. Your payment will be safely and securely processed by Tuition Express, giving you peace of mind that your tuition has been paid on time! It's easy to enroll and even easier to participate. You'll be joining tens of thousands of parents nationwide who enjoy the ease and convenience of Tuition Express.

To learn more about Tuition Express, automatic payment notifications or reviewing your payment history, please visit www.tuitionexpress.com.

For Bank Account Authorization, complete and return to center management

ELECTRONIC FUNDS TRANSFER AUTHORIZATION

I (we) authorize _____, (called "CENTER" in this Authorization) to initiate debit entries to my (our) Checking or Savings Account indicated below at the depository financial institution indicated below (called "DEPOSITORY" in this Authorization). I (we) authorize CENTER to withdraw sufficient funds to pay my (our) regular childcare tuition and/or other childcare related fees that are due and payable. I (we) authorize CENTER to use the third party sender, Tuition Express* to process all payments. I (we) acknowledge that the origination of Automated Clearing House (ACH) transactions to my (our) account must comply with the provisions of United States Law.

Credit Union Members: Please contact your Credit Union to verify account and routing numbers for automatic payments.

Your Name _____		Phone # _____	DEPOSITORY - Bank or Credit Union Name _____		
Address _____		Bank or Credit Union Address _____			
City _____	State _____	Zip _____	City _____	State _____	Zip _____
			Type: <input type="checkbox"/> Checking <input type="checkbox"/> Savings		

Routing Transit Number (see sample below)

Account Number (see sample below)

This authorization will remain in full force and effect until I (we) notify the CENTER in writing of its termination in such time and in such manner as to afford Tuition Express and DEPOSITORY a reasonable opportunity to act upon it. Notices must be received at a minimum of 5 business days in advance of the termination date.

Signature _____

Date _____

Record Retention Notice: The child care provider shall retain all parent (client) authorization forms in a secure location for a period of two years from the date of client withdrawal from the Tuition Express™ program.

*Tuition Express is an assumed business name of Blum Investment Group, Inc.



Routing Transit Number Account Number Check Number

Please attach a copy of a voided check here. Deposit slips not accepted.



Parent/Sponsor Withdrawal as Tuition Express Participant

I _____, hereby request _____, ("Center") to withdraw me from any future participation in Tuition Express' automatic payment service. I understand that by requesting withdrawal from Tuition Express it severs the preauthorized debit relationship in its entirety. I understand that this completed request form must be received by "center" no later than 5 business days before the next scheduled date of the automatic payment to be valid. By requesting withdrawal from Tuition Express I hereby indemnify and hold harmless, Professional Solutions, owners of Tuition Express, from any and all liabilities resulting from "center" processing payment transactions after the date of this request.

Center Information

_____	(_____) _____
Center Name	Area Code Phone Number
_____	_____
Center Address	City State & Zip Code
_____	_____
Signature of Authorized Personnel of Center	Date

By signing above I hereby accept the withdrawal of my client from Tuition Express and agree to terminate the processing of any future automatic payments via Tuition Express. I understand and agree to reimburse Tuition Express for any loss it may incur and hereby indemnify and hold harmless, Tuition Express, from any and all liabilities resulting from the processing of this request.

Client Information

_____	(_____) _____
Client Name	Client Phone Number

Client Address	
_____	_____
City	State Zip Code
_____	_____
Client Signature	Date

I understand that this request will terminate any future debit transactions conducted by Tuition Express. I understand and agree to reimburse Tuition Express for any loss it may incur in honoring this withdrawal request.

Center Instructions

Please retain this document for your records.