



## Billing & Tuition Policies that work: Strengthening Financial Foundation

Presented By: Monique D. Reynolds, Vice President, Business Support Services

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### Why This Session Matters:

- ❑ Billing impacts sustainability
- ❑ Policies protect providers & families
- ❑ Strong systems = peace of mind

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## Learning Objectives

- ❑ Develop tuition policies that set clear expectations and minimize payment issues
- ❑ Apply strategies to collect fees on time with less stress and conflict
- ❑ Handle financial conversations with parents confidently and professionally
- ❑ Establish systems that support long-term financial stability and smooth operations
- ❑ Strengthen family relationships through transparent consistent practices.



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**POLL: What are your biggest billing challenge?**

- Late or missed payments
- Awkward conversations
- Inconsistent enforcement
- Manual Systems



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**Why Billing Systems Break Down**

**COMMON PITFALLS**

- POLICIES AREN'T WRITTEN OR ENFORCED**  
Last year 2025 serving 200 programs, 75% were not enforcing their own policies to collect tuition and fees in full and on-time.
- TOO MANY EXCEPTIONS**  
Directors do not want to be the "bad" guy.
- FEAR OF LOSING FAMILIES**  
Enrollment is already low
- NO AUTOMATION**  
System not set up or utilized correctly.



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**Scenario # 1: Parent pays late every week**

**Impact:**

- > Owed balances grow
- > Provider feels disrespected and not valued for services rendered
- > Financial stress increases

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**Scenario # 1: MAIN PROBLEM**

**Provider ALLOWS late payments every week**

- Tuition policy not enforced
- Guilt



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**Tuition Policies That Work**

- ✓ Clear written policies
- ✓ Tuition amount and due date
- ✓ Consistent billing schedules
- ✓ Accepted Payment Methods
- ✓ Automation billing
- ✓ Automation payments
- ✓ Procedure for non-payment (consequences)
- ✓ Policies for absence, holidays, and closures
- ✓ ENFORCE POLICY

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**Scenario # 2: "My child was out sick, so I didn't think tuition was due"**

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**Scenario # 2: MAIN PROBLEM**

**Tuition Confusion**



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**Setting Expectations at Enrollment**

Review	Policies
Require	signatures
Collect	monies upfront before services begins
Use	consistent language
Provide	monthly reminders
Announce	at parent meetings

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**Collecting Payments Without Stress**

**SMART STRATEGIES**

- Auto-pay or invoicing systems
- Same due date every cycle
- Address missed payments immediately
- No undocumented exceptions

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### AUTOMATION SYSTEM - Benefits



- Billing**  
Weekly  
Bi-Weekly  
Monthly
- Tuition Payments**  
Through system by parent
- Messages**  
Communicate through system
- Compliance**  
Registration, Attendance, etc.

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### Scenario #3: Parent hasn't paid but continues drop-off.



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### "Per our policy, tuition was due Friday. Payment is required today to continue care"

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## Contract vs Policy

**Contract-** Enforceable agreement between at least two parties and legally binding

**Policy-** Course of action or plan and not necessarily enforceable by a court.

**Procedure-** An established way of doing something




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**“Per our contract, tuition was due Friday. Payment is required today to continue care”**




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## Past Due Accounts – Protect Revenue & Relationships

### Address Now & Be Consistent

Reach out to parent and inform them of their balance and set up plan..no longer than 4 weeks + current payment. Document everything. Sign agreement.

### Automate Reminders

Avoid emotional language. Utilize automation for parent to receive reminder notice until all payments are made.

### Enforce Policy & Contract

Follow through every time. Any payment missed, suspend care.




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**Systems for Long-Term Stability**

**CONSIDER IMPLEMENTING**

- Billing software**  
On average, save 40 hours per month.
- Weekly financial check-ins**  
Stay out of DEBT. Know your numbers and what payments are due.
- Written staff procedures**  
Empower your team
- Quarterly Policy Reviews**  
Know what your policies are in order to enforce them.

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**Tuition Policies That Work**

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**Transparency Builds Trust**

Families Appreciate:  
 CLEAR communication  
 Predictability  
 Fairness  
 Professionalism

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**Actions Steps**

1. Review your tuition policy and contract. If making changes, notify parents in writing and through automation system.
2. Set all past due families on a payment plan.
3. Enforce Policy now...No pay...No stay
4. Remember: You deserve to get paid for the outstanding services you deliver...in full and on time.
5. Automate your systems so you can focus on what you do best....providing Quality Care for Children. Yay





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**Learning Objectives Recap**

- Create stronger tuition policies
- Collect payments confidently
- Handle financial conversations professionally
- Strengthen financial stability

Build trust through consistency




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**Thanks!**  
Any questions?



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QUALITY CARE  
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[gccworks@gccga.org](mailto:gccworks@gccga.org)

**Monique Reynolds, VP Business Support Services**  
(470) 558-7919



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