



Billing & Tuition Policies that work: Strengthening Financial Foundation

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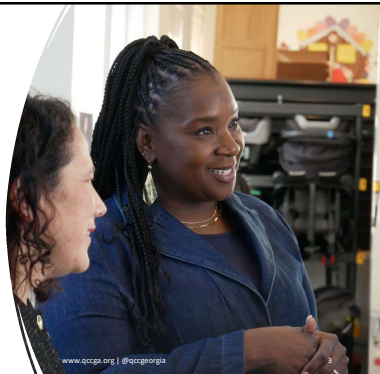


Why This Session Matters:

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

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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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.

Why Billing Systems Break Down



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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





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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