

Child Care Billing (2/5/14)

Bi-Weekly Postings on Monday (Two weeks in advance)

Daily/Weekly Rates

Daily/weekly rates are posted on the Parent Information Board located in the Child Development Center. Please refer to the Child Development Center website for a copy of the fee structure at <https://www.dtcc.edu/student-resources/childcare>.

Delaware Tech Student Child Care Options (12 Credits): AM Days, PM Days, FT Days – 1 to 5 Days/Week

Delaware Tech Staff Child Care Options (Reg. PT & FT): M-F AM or M-F PM or M-F FT

Community Child Care Options: M-F FT

Billing and Payment Procedures

- Registration fee and two weeks of tuition must be paid before child care begins.
- Child care accounts will be billed every other Monday for a two week billing period.
- Every other Monday, bills must be picked up from the basket located at the front desk.
- Full payment is due on the last Friday of each two week billing period.
- If full payment is not received by the last Friday, child care accounts will be considered past due.

	Monday	Tuesday	Wednesday	Thursday	Friday
Week 1	Pick-up bill at front desk				
Week 2					Two Week Payment Due
Week 3	Pick-up bill at front desk				
Week 4					Two Week Payment Due

- An account that has been in a Past Due status three times will result in child care ending immediately.
- Cash, check, and credit card payments may be made at the Center.
- **Cash** at Center - Monday through Friday 8:30-3:30
ONLY the Secretary and Program Director can process Cash payments.
- **Checks** at Center – Monday through Friday 7:30-5:30
- **Credit Card** payments can be made at the Center – Monday through Friday 8:30-3:30
In person or by calling 302-259-6567
ONLY the Secretary and Program Director can process Credit Card payments.
- **On-line Credit Card** payments can be made via the following secure web link: go.dtcc.edu/owensCDCpay.
Once payment is submitted, you will receive a transaction number and confirmation email.
On-line payments must be made before 6 PM in order to be posted the same day.
- **Automatic Bi-Weekly** payment allows the Center to automatically bill your credit/debit card for your bi-weekly account balance. To enroll, simply submit a **Recurring Payment Authorization Form** to the CDC Front Desk staff. Transactions are easy to track because they show up on your monthly bank statement or credit card statement. You will also receive a receipt for your payment via email.
- Any changes that impact billing must be requested prior to the Monday billing, in which the adjustment will occur, AND a new Child Care Contract must be completed.

Past Due Account Procedures

- If full payment is not received by the last Friday of each two week billing period, child care accounts will be considered past due.
- An account that has been in a Past Due status three times will result in child care ending immediately.
- On Monday, the Center will distribute Past Due Account Notices, to any parent/guardian who did not pay their bill the previous Friday, requiring payment in full by the end of that week. Phone calls will be made to any family unable to pick up their Past Due Account Notice
- If payment is not received by Friday, child care will end on Friday, and the family will receive a Termination of Service Notification. Your child care slot will be filled with a child from the Center's waiting list.
- Terminated accounts, with a past due balance, will be submitted to a collection agency and reported to the credit bureau.
- In addition, Delaware Tech students with terminated accounts will have a hold placed on their student account. This action prevents future registration or request for official transcripts.

Returned Check Procedures

- If a check is returned for insufficient funds, the account is considered past due.
- The Center will notify parent/guardian that a cash payment must be received by 3:00 PM on the next business day. If payment is not received by 3:00 PM of the next business day, Past Due Account Procedures will apply.

Late Pick-up Agreement

Failure to pick-up a child before closing time will result in a \$10.00 charge for every 15 minutes late. Late pick-up fees will be posted to child care accounts. **Examples of late pick-up calculations are:**

5:31–5:45 = \$ 10.00 5:46-6:00 = \$ 20.00 6:01-6:15 = \$ 30.00...