



Hop aboard the Tuition Express and never hassle with payment again!

As your after-school childcare provider, the YWCA of Lubbock is excited to offer you the convenience of automatic YW-Care payments through Tuition Express. Tuition Express is a service of the ProCare software program we use for YW-Care enrollment and financial operations. You no longer need to write a check, remember to call with your credit card number, or stop by the office with cash at the end of a hectic day. Your payment will be safely and securely processed by YW-Care and Tuition Express, giving you peace of mind that your fees have been paid on time! It's easy to enroll and even easier to participate.

Join tens of thousands of parents nationwide who enjoy the ease and convenience of Tuition Express!

FREQUENTLY ASKED QUESTIONS

When I pay my tuition automatically, how secure is my account information?

Very secure – more secure than writing checks. The checks you write every day have your name, address, phone number, and sometimes your driver's license number on them. With this information, criminals have all they need to access your account or, worse, steal your identity. Automatic payments greatly reduce this potential problem by limiting the amount of information available and who has access to it. Tuition Express also incorporates additional security procedures, utilizing 128-bit encryption.

Does this form of payment give the YWCA access to my account?

Nobody at the YWCA has access to your account. When you sign up for Tuition Express, you only authorize your bank or credit card company to release the exact amount owed to the YWCA when it is due and payable.

What if the YWCA makes a mistake and takes out too much money?

Report the error to the YWCA immediately. It was an honest mistake. The YWCA will adjust your account accordingly.

What if the YWCA and I disagree about a payment?

If you feel the payment should not have been made, you have the right to dispute the charge. Contact your bank or credit card company. Tuition Express and the YWCA will work closely to resolve the issue in a timely manner.

How will I know a payment was taken out of my account?

Your YW-Care payments will be taken out of your account on a schedule that you and the YWCA agree upon. The YWCA has the ability to print statements for your records prior to the withdrawal of any money. Additionally, the charges will show up on your monthly statement as "Tuition Express."

How does signing up for Tuition Express help the YWCA?

The YWCA has chosen to offer automatic payments for several reasons. First, it gives you the convenience of not having to think about paying your childcare fees each month. Second, it allows regular scheduling of your payments. Most importantly, automatic payments reduce the amount of time the YWCA spends on management activities, giving staff more time to make other improvements and offer other services.

For more information about Tuition Express, please visit www.tuitionexpress.com.

For more information on the benefits and function of automatic payments, visit www.directpayment.org.

To get started, simply complete the "Payment Authorization" form and return it to the YWCA. They do the rest!