

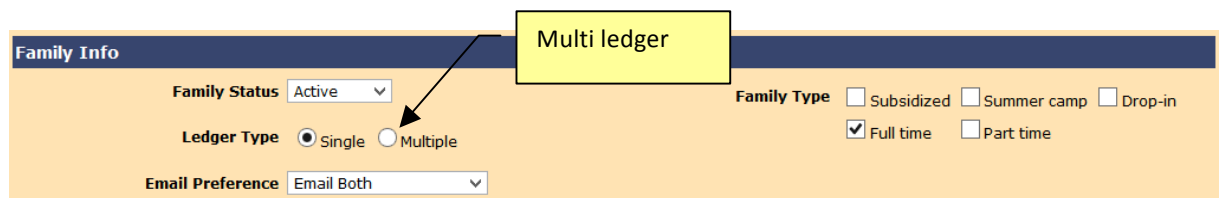
# OTP Frequently Asked Questions

## Q1: How many funding accounts can a family use?

A: One family can only use **one** active funding account at a time.

If you send OTP email invitation to both parents, only one parent per family can enroll in OTP under the first-come first serve rule. Let's say the first parent register and enroll in OTP. When the second parent register and login in, he or she will see the hyperlink which allows him/her to view and change the OTP funding account, but not to enroll again.

The above explanation is true when the family is setup as a Single ledger family. Each ledger in OnCare can have one funding account. When you have a family that is setup as a Multiple Ledger, then the family can setup 2 funding accounts, one for each ledger. Note: Multiple Ledger is typically used in divorced families. However, if you have a family (intact/not divorced) that insists on using 2 funding account, setting the family as a Multiple Ledger can be a workaround.



The screenshot shows a 'Family Info' form with the following fields: 'Family Status' (Active), 'Ledger Type' (Single selected, Multiple unselected), 'Email Preference' (Email Both), and 'Family Type' (Subsidized, Summer camp, Drop-in, Full time selected, Part time). A yellow box labeled 'Multi ledger' has an arrow pointing to the 'Multiple' radio button under 'Ledger Type'.

## Q2: Can I send out an account statement/invoice to all my TPD parents as a reminder that tuition is due?

A: Yes, you can use the batch email function to send out account statements to all your parents. From the OnCare Office home page, goto the Parents Communication section and click on the Batch Email function.

## Q3: Do I need to send out OTP invitation to the new families?

A: Yes, you must send out OTP enrollment email to your new families. That is the only way they can enroll in the OTP program (either TAP+TPD).

## Q4: What if parent changes their mind and wants to sign up for TAP after signing up for TPD (or vice versa)?

A: Parents can switch from TPD to TAP and vice versa.

**Switch from TPD to TAP** = Parent has to disenroll from the TPD themselves on the Parent Portal. After that Director can resend OTP enrollment invitation email. Parent can then enroll and choose TAP.

**Switch from TAP to TPD** = Director must disenroll the parent from TAP first as parent can't do this themselves (by design). After that Director can resend OTP enrollment invitation email. Parent can then enroll and choose TPD.

**Q5: Can a parent enroll in TAP via the "Old School" way, i.e. filling a paper enrollment form?**

A: Yes, but only for the TAP option. To do so, you need to download the form under Online Payment Enrollment as shown below for parents to complete. Once you get the completed form, you can follow the instructions to enroll the family on their behalf.

The screenshot shows a web page titled ">> Online Payment Enrollment". At the top left is a "<< Back" link. The main text explains that parents can enroll in either the Tuition Auto Pay (TAP) or Tuition Pay Direct (TPD) program, with TAP being center-controlled and TPD being parent-controlled. A link "Send Online Payment Enrollment Invitation Email To Parents" is provided. Below this, a yellow callout box with the text "Download forms here" has an arrow pointing to a list of links for downloading TAP Authorization Forms. The list includes "TAP Authorization Form for ACH and Credit Cards" and "TAP Authorization Form for ACH Only". Further instructions state to fill in the form with business name and distribute it to parents, and then to click a link to enroll families into the TAP program.

>> Online Payment Enrollment

<< [Back](#)

You can send an email to parents to invite them to enroll in online payment via the Parent Portal. Parents can enroll either in the Tuition Auto Pay (TAP) or the Tuition Pay Direct (TPD) program. TAP is center controlled while TPD is parents controlled.

[Send Online Payment Enrollment Invitation Email To Parents](#)

Download forms here

For TAP Enrollment, beside inviting the parents to enroll online by themselves as provided above, the director can also enroll the families into the TAP program on their behalf. To do that, please follow the steps below:

- 1) Click on the link below to download the appropriate TAP Authorization Form (MS Word format):
  - [TAP Authorization Form for ACH and Credit Cards](#)
  - [TAP Authorization Form for ACH Only](#)
- 2) Fill in the TAP Authorization Form with your business name and distribute it to the parents
- 3) Once you have collected the completed form from the parents, [click here](#) to enroll the families into the TAP program.

**Q6: Can the center recoups the credit card processing fee from the parents?**

A: Yes, the center can enable the "Service Fee" option to recoup the credit card processing fee.

See the flow below to see how the "Service Fee" option works:

**>> Tuition Auto Pay (TAP) Enrollment**

Dear Parent:

Thank you for enrolling in the Tuition Auto Pay (TAP) program.

- TAP is processed and fully controlled by the Center Director. If you have any questions or issues, the Center Director will be able to address them.
- TAP helps us save time in administration so we can spend more time with your children.
- You can enroll in TAP using your Bank Account (ACH) or Credit Card.
- To help cover the transaction processing cost associated with TAP, there is a Service Fees as shown below:

**Credit Card 2%**

You can choose your payment method in the next page.

[Back](#) [Next](#)

**Service Fee shown here for TAP**

**>> Tuition Pay Direct (TPD)**

Dear Parent:

Thank you for enrolling in the Tuition Pay Direct (TPD) program.

- With TPD, parents retain the control to setup recurring payment and make one-time payment as needed.
- TPD helps us save time in administration so we can spend more time with your children.
- You can enroll in TPD using your Bank Account (ACH) or Credit Card.
- To help cover the transaction processing cost associated with TPD, there is a Service Fees as shown below:

**Credit Card 2%**

You can choose your payment method in the next page.

[Back](#) [Next](#)

**Service Fee shown here for TPD**

For TAP, when you process the TAP tuition payments, the system will automatically calculate the Service Fee as shown below:

No.	Sel.	Family Acct Key	Payer	Ledger	Child Name	Ledger Balance (A)	Service Fee (B)	TAP Amount = A + B	Action
1	<input type="checkbox"/>	ALTON	Anna Rhoton	Co-Sponsor	Piya	\$ 1,695.00	\$ 33.90	\$ 1,728.90	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Process Diff Amt</a>
2	<input type="checkbox"/>	BAKER	Marker Baker	Sponsor	Niki	\$ 855.00	\$ 17.10	\$ 872.10	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Process Diff Amt</a>
<b>Total</b>								<b>\$2,601.00</b>	

If the Service Fee is enabled, the fee will be automatically calculated

After the OTP payments have been submitted for processing, the payment transactions are automatically posted to the ledger. If you elected to charge the Service Fee, the system will 2 line items to the ledger, one for the tuition amount and the other for the service fee.

Ledger	Posting Date	Check #	Description	Comments	Child Name	Charges	Credit	Balance	Action
Sponsor	07/02/2014		First/Last 3-Day		Taylor	\$ 323.00		\$ 323.00	<a href="#">Void</a>
Sponsor	08/05/2014	2308	Payment - Check		Taylor		\$ 323.00	\$ 0.00	<a href="#">Void</a>
Sponsor	10/01/2014		Half-Day 3-Day	Taylor Caudillo	Taylor	\$ 329.00		\$ 329.00	<a href="#">Void</a>
Sponsor	10/16/2014		TAP Service Fee	B01200004704 - Processed		\$ 6.58		\$ 335.58	<a href="#">Void</a>
Sponsor	10/16/2014		TAP Card Payment	B01200004704 - Processed			\$ 335.58	\$ 0.00	<a href="#">Void</a>
Sponsor	11/01/2014		Half-Day 3-Day	Taylor Caudillo	Taylor	\$ 329.00		\$ 329.00	<a href="#">Void</a>
Sponsor	11/03/2014		TAP Service Fee	B01500005117 - Processed		\$ 6.58		\$ 335.58	<a href="#">Void</a>
Sponsor	11/03/2014		TAP Card Payment	B01500005117 - Processed			\$ 335.58	\$ 0.00	<a href="#">Void</a>
<b>Today's Bal.</b>								<b>\$ 0.00</b>	

Automatic posting of Credit Card payment and Service Fee to the ledger.