



WHITE BIRCH CENTER

August 19, 2020

Dear White Birch Center Families,

As White Birch continues to adapt to the Covid-19 pandemic, we are focused on finding solutions that will help families and our staff better manage the disruptions we all are having to face. Because we cannot predict when we will need to close a classroom or the center, we understand that our current billing procedure can be confusing and possibly lead to billing errors that need to be corrected.

Currently, we are invoicing families the week prior to care being provided. However, if a classroom or the center closes, we are not charging families for the period when the classroom or center is closed. When a classroom or the center closes, we then have to make adjustments to the invoices that were sent out the previous week. This is causing confusion and extra time and energy for both parents and our office staff.

Moving forward, invoicing will occur on the Friday of the week that the care is being provided. For example, if your child's attendance will be Monday-Friday, August 24th through August 28th, you would be invoiced on Friday, the 28th, for the 5 days of care provided that week. This change will help keep the invoicing process simple and based on what we know happened during the week instead of what we hope happens the following week.

What does this change mean for families?

1. Automatic credit card charges will need to be moved to Monday's instead of Fridays.
2. This policy change only affects billing and does not affect scheduling. In other words, you will be billed even if your child is absent if they were scheduled to be in our care.
3. We will continue to require adequate notice of schedule changes, that part of our policy is not changing.
4. This change will be in effect this coming week (August 24th – August 28th).
5. You will not be receiving an invoice this Friday the 21st. Your next invoice will be on Friday the 28th for care provided the week of August 24th – August 28th.

Finally, for families who are not aware of this, White Birch has an automatic payment option. Many families are currently using this option because of its convenience. Automatic payment gives you the option to set up weekly or biweekly automatic payment.

The benefit of automatic payment is not worrying about writing a check and getting it in on time- automatic payments are handled on our end. Your credit card information is secure, and we review each family's tuition charges for the week prior to billing your credit card. To set up automatic payments, please contact McKenzie Ledoux by phone (603) 428-7860 or email mckenziel@whitebirchcc.org.

If you have any questions regarding our new billing procedure, please call or email McKenzie, and she will assist you.