

EZ-EFT Payment Information & Frequently Asked Questions:

QUINCY AFTER SCHOOL CONTACT: 617-773-3299

billing@quincyafterschool.org

What are my payment options?

Payment by EZ-EFT (electronic funds transfer) by the checking or savings account you provide.

What is the billing and payment process?

A PDF invoice with your after-school balance will be emailed to the email address provided 5 days prior to the start of the **2-week billing period** for all charges incurred during the 2-week period.

A Payment will be taken from your account every other Friday, in advance of child care services.

Example:

- An invoice will be emailed on Monday, August 27th with your invoice amount.
- On Friday, August 31st, an EZ-EFT transfer will take place for the amount of the invoice.
- School begins on Wednesday, September 5th (payment is in advance of child care services).

Do you accept credit card payments?

No. As of today, we do not accept credit card payments for tuition.

Is there a fee to make payments?

Payments made via bank account transfer are free.

Will I be charged any fees if there are insufficient fund in my bank account?

Yes. The insufficient or dishonored funds fee is \$30.00. Also, additional late fee may be assessed if your account is not rectified. Additionally, your financial institution may assess fees, which are not the responsibility of EZ-EFT or QCARE.

Do I have a grace period?

No, if your account has insufficient funds on your withdrawal date you will be charged a \$30 fee. To avoid a second \$30 fee and a \$15 late fee, you must contact the Quincy After School main office. You may receive a \$15 late fee **every billing cycle** until your late payment is resolved.

If a payment fails will I be contacted?

QCARE will email you to let you know if a payment has failed.

How can I make a missed or failed payment?

To avoid late fees, you can call QCARE to attempt the withdrawal again. You can also pay the balance by cash, money order or contact QCARE with other arrangements.

What if I need to place stop payment on my automatic withdrawal?

Quincy After School needs 3 business days to stop a withdrawal (weekends and holidays do not count). Please be advised if you contact your bank to stop payment, Quincy After School will still attempt a withdrawal and fees will be assessed.

What if I need to change the bank information for my automatic withdrawal?

You can fill out a new form at the Quincy After School main office. For it to take place for your next debit date we need 10 business days' notice, otherwise the charge will take affect for the following debit date.

Who do I contact if I disagree with the tuition amount?

Quincy After School will verify the tuition amount for each student and family account. If you disagree with the amount of tuition owed, you must contact Quincy After School's Billing Coordinator directly.

What do I do if I am having trouble making my payment?

Contact Quincy After School's Billing Coordinator.