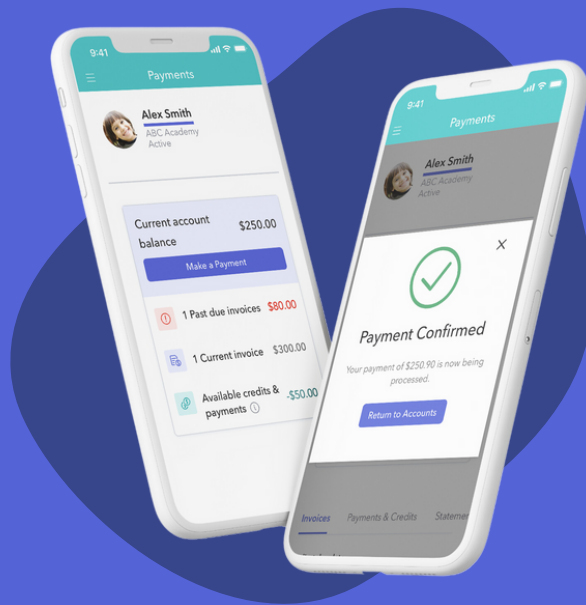




Say hello to stress-free tuition payments!

Our program has partnered with brightwheel, so you can now pay tuition and access your statements quickly, easily, and securely—all from the same app.



"The brightwheel app is user friendly and online payments are convenient for busy working parents!"

- Parent user of brightwheel



Quick to set up

Add a bank account or credit/debit card and you're done! You can also enable autopay to ensure you never miss a payment.



Easy & flexible

90% of families who pay tuition via brightwheel say it's easy to use.

Make payments, check account balances, and access year-end tax statements all in the same app, in real-time and from anywhere.



Secure to use

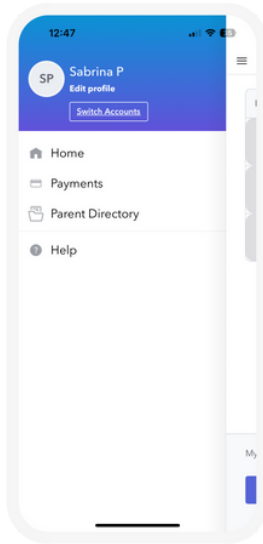
Directly manage your payment details, avoid cash or check, and use a system that meets the highest levels of data security and compliance (PCI Level 1).



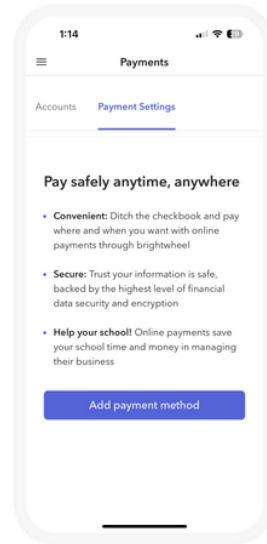
Begin by adding a payment method

How to add a payment method:

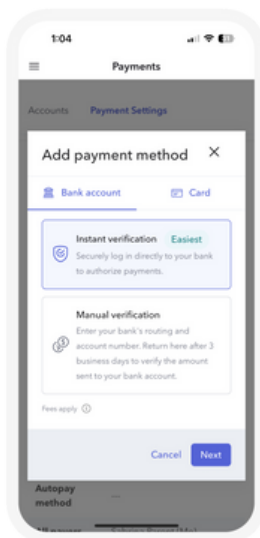
- 1 Tap  and navigate to the **Payments** section



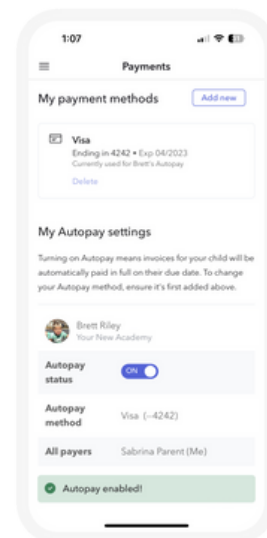
- 2 Jump to the **Payment Settings** tab, click **Add payment method**



- 3 Depending on your provider, select Bank account and/or Card and complete the steps to add your method



- 4 Once added, scroll down to the **My Autopay settings** section and turn the 'Autopay status' toggle to ON and complete the prompts

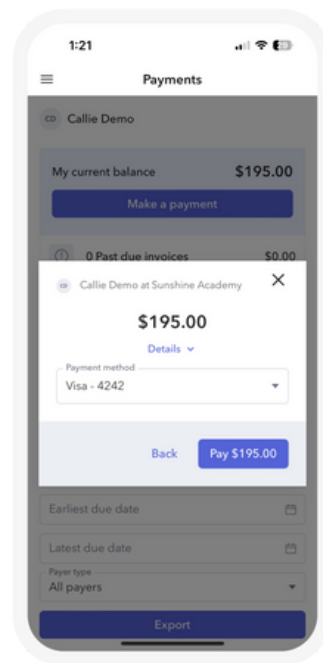
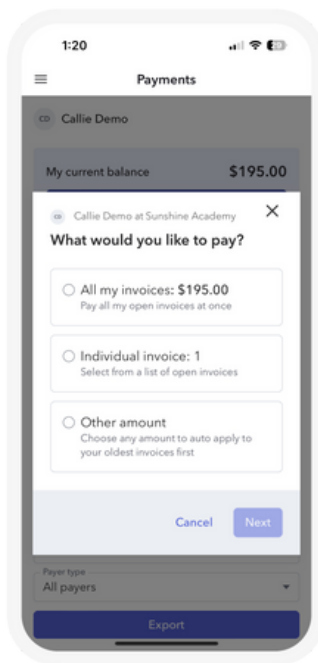
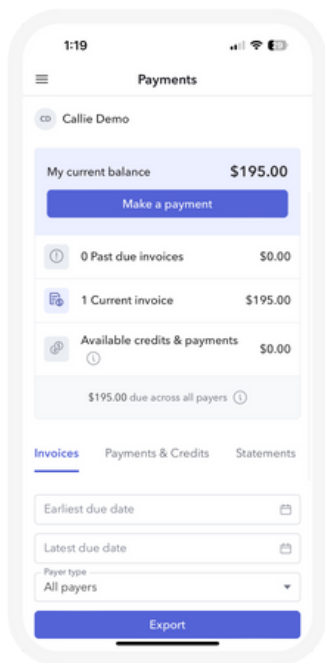


 If required by the provider, you'll be prompted to turn on Autopay.



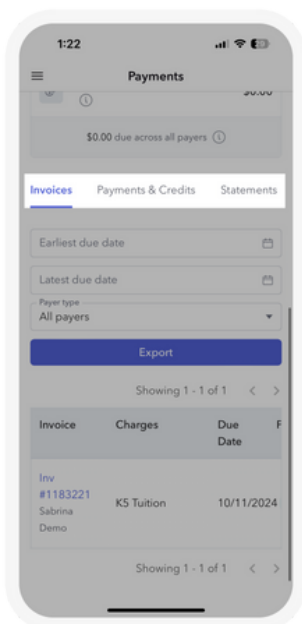
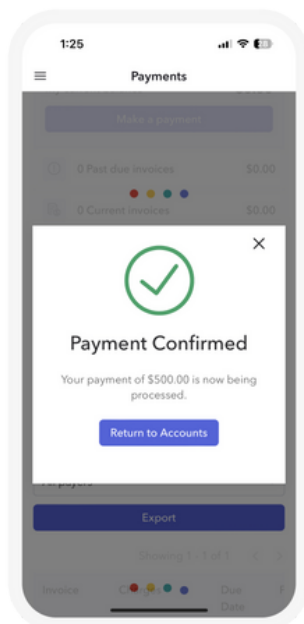
Next, make your first payment

- 1 On the **Payments** page, tap **Make a Payment**
- 2 Select the invoices to pay or enter another amount, then tap **Next**
- 3 Select the desired payment method and tap **Pay**



Hooray, you're all set with billing!

9 in 10 families prefer to pay online when possible.



At any time, you can pay bills and scroll down under **Payments** to view Invoices, Payments & Credits, and past Statements.



You can also view your brightwheel account from a web browser at mybrightwheel.com



Frequently Asked Questions

What are the service fees?

As with most online payment providers, there is a small fee involved to ensure the high level of security needed to process funds. Any childcare provider that uses brightwheel as their billing platform has the choice to forward the service fees to the payer. Note: Service fee rates may vary depending on your childcare provider.

Service fee calculation: **(Original Amount x Fee %) / (1 - Fee %) = Total processing fee.**

For example, if the original payment amount is \$1,000 and the fee is 2.95%, then \$30.39 is the total processing fee.

How do I know how much I owe?

You can view your invoices in the Payments section of your brightwheel app or at schools.mybrightwheel.com. Below is an example of what an invoice looks like:

Invoice #12345678			
Bright Future Daycare			
548 Market St San Francisco, CA 94104			
		Jimmy Smith	
		Invoice date	6/26/2025
		Dates of service	
		Assigned payer	Jane Smith
		Due date	7/1/2025
		Current amount due	\$0.00
Charges & payments			
Type	Description	Notes	Amount
Charge: Tuition	Full-time Tuition		\$2,500.00
VISA ****1234 Service Fee: 2.95% (on total payment of \$2,500.00)	Jane Smith on 7/1/2025	Payment total service fee	-\$2,500.00

How secure is my payment information in brightwheel?

Your payment information cannot be accessed by anyone at brightwheel or your center. Stripe, brightwheel's online payment processor, meets the strictest and highest level of federal financial data security and encryption compliance (PCI Level 1) and is used by companies like Target, Amazon, Uber, DoorDash, and Booking.com.

More questions? Visit our billing resource center for families here: mybrightwheel.com/billing-guide-families



Frequently Asked Questions

What payment methods can I use?

Brightwheel accepts multiple forms of payment – credit and debit cards (if your provider allows) and bank transfers from a **checking account**.

How does autopay work?

Autopay will deduct your total outstanding balance from your default payment method on the due date. This is optional, unless autopay is required by your center. Many guardians love the convenience of not having to manually pay their bills each time and a payment can always be submitted before the due date if needed.

Note: If your statement has already been sent before you enroll in autopay, you will need to manually submit a payment for your first statement.

How do I know my payment was successful?

Once a payment is processed successfully, it will appear under your posted transactions with a status of Paid. If a payment failed, you will be alerted via email, or text and the reason will appear in the description.

Why don't I see my bank when adding my payment method?

If your bank isn't listed when selecting a payment method via 'Instant Verification', you can opt for 'Manual Verification'. This will involve entering your bank's routing/account number, along with entering small transactions between \$0.01 - \$0.99 (also known as Micro-deposits) sent to your bank account. These transactions are used to verify your payment method in brightwheel.

More questions? Visit our billing resource center for families here: mybrightwheel.com/billing-guide-families