CHILDCARE & DAYCARE · TUITION BILLING OPERATIONS

Billing and payment processing

This workflow automatically generates monthly invoices for enrolled children, processes payments through multiple channels, and handles payment failures with parent notifications. It ensures timely billing cycles and reduces administrative burden while maintaining accurate financial records.

01 WORKFLOW TRIGGER

Monthly billing cycle date arrives (typically 1st or 25th of month)

BLUEPRINT OVERVIEW

What this workflow accomplishes

This workflow connects Procare Software, Brightwheel, HiMama, and KidKare so that monthly tuition invoices, autopay charges, and failure follow-up run on the billing calendar without manual re-entry. Automation handles invoice math, delivery to parent accounts, payment attempts, and retry notices. The center director and billing administrator keep authority over fee schedule changes, scholarship and subsidy adjustments, late fee waivers, and any account placed on hold.

01

OUTPUTS

Monthly invoices per enrolled child, Payment and failure notices to parents, Updated family account balances, Financial reports for director review

02

SUCCESS MEASURES

Collection rate percentage, Average days to payment, Outstanding invoice count, Autopay failure rate

03

CORE SYSTEMS

Procare Software, Brightwheel, HiMama, KidKare

HOW TO USE THIS BLUEPRINT

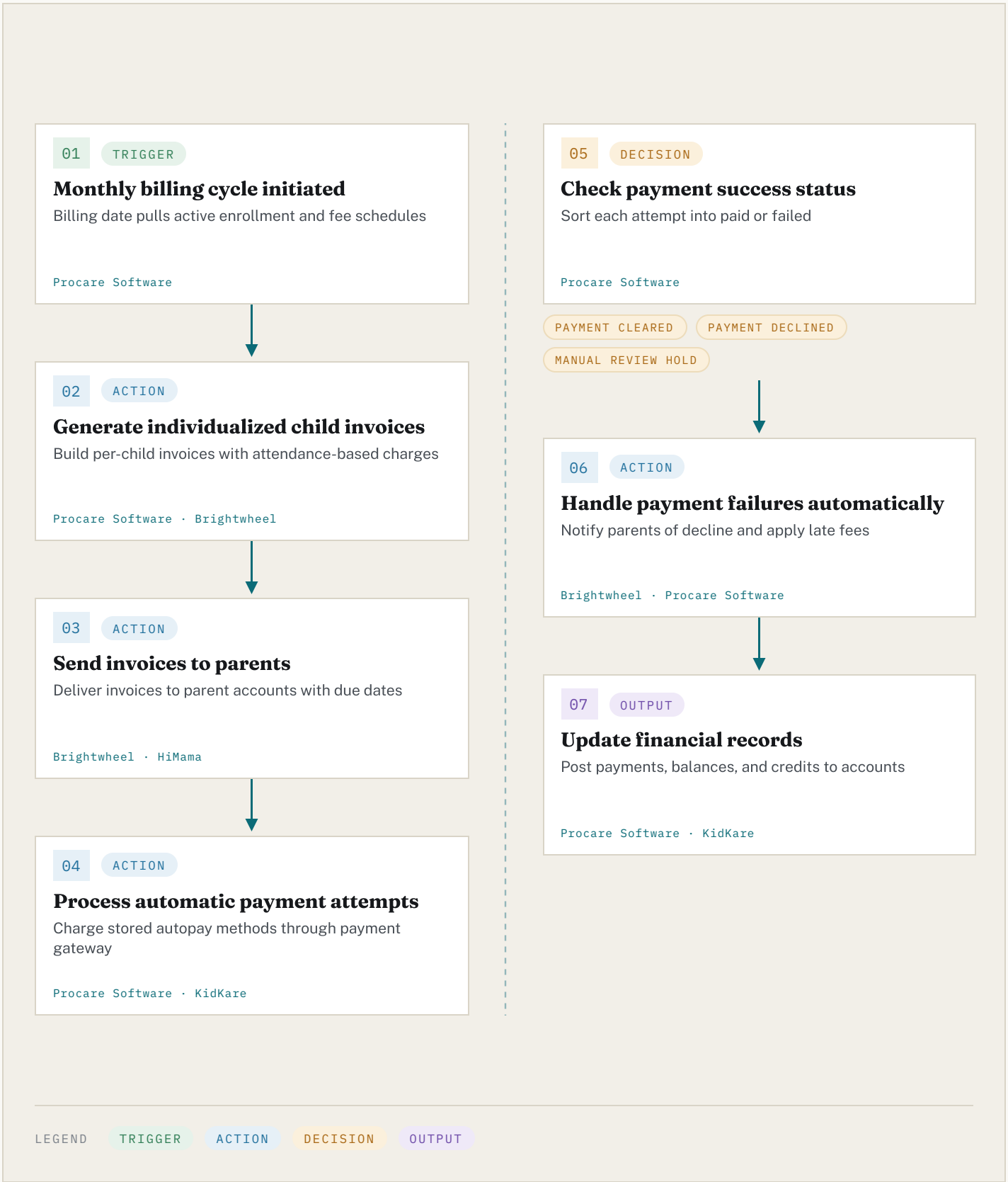
Center directors: approve the fee schedule and discount table before the cycle date, then review the failed payment list daily.

Billing administrators: reconcile attendance-based charges such as late pickup and extra meals before invoices release.

Implementation teams: map enrollment status, sibling discounts, and subsidy codes between Procare and Brightwheel before the first live run.

End-to-end stage map

Seven stages carry a billing cycle from the scheduled run date through posted balances. The single decision point at stage five governs whether a family moves to receipt confirmation or into the failed payment path.



IMPLEMENTATION DETAIL

Stage-by-stage breakdown

Each stage states the operational intent, the human control point, and the systems likely to take part. System names are examples, not a required architecture.

01 TRIGGER

Monthly billing cycle initiated

The scheduled monthly billing date triggers automatic invoice generation for all actively enrolled children. System pulls current enrollment data and fee schedules.

CONTROL POINT

Billing administrator confirms the enrollment roster and current rate sheet in Procare the business day before the cycle runs.

SYSTEMS Procare Software

02 ACTION

Generate individualized child invoices

Creates detailed invoices for each child including tuition, meals, late fees, and additional services based on attendance records. Applies any sibling discounts or scholarship adjustments automatically.

CONTROL POINT

Billing administrator reviews the exception report for sibling discounts, scholarships, and late pickup charges before any invoice is finalized.

SYSTEMS Procare Software Brightwheel

03 ACTION

Send invoices to parents

Delivers invoices via email and in-app notifications to parent accounts with payment due dates and available payment methods. Includes detailed breakdown of charges and credits.

CONTROL POINT

Director approves the release batch and holds invoices for families in withdrawal or subsidy dispute.

SYSTEMS Brightwheel HiMama

04 ACTION

Process automatic payment attempts

Charges stored payment methods including credit cards, ACH transfers, and digital wallets for families enrolled in autopay. Processes payments securely through integrated payment gateways.

CONTROL POINT

Billing administrator can suspend a family's autopay attempt when a payment plan or credit is pending.

SYSTEMS Procare Software KidKare

COMPLETION AND MEASUREMENT

Closing stages and results

The closing stages preserve the audit trail for each family account and produce the balance reports the director and licensing auditors both rely on.

05 DECISION

Check payment success status

Evaluates whether automatic payments processed successfully or failed due to insufficient funds, expired cards, or other issues. Routes to appropriate follow-up actions.

CONTROL POINT

Human control: the billing administrator reviews the daily settlement list and can reclassify a decline before notices go out.

SYSTEMS Procare Software

06 ACTION

Handle payment failures automatically

Sends immediate failure notifications to parents with retry options and alternative payment methods. Updates account status and applies late fees according to facility policies.

CONTROL POINT

Director approves late fee application and any care suspension notice per the parent handbook policy.

SYSTEMS Brightwheel Procare Software

07 OUTPUT

Update financial records

Records all successful payments, outstanding balances, and applies credits to child accounts. Generates financial reports for administrative review and compliance documentation.

CONTROL POINT

Director signs off on the monthly reconciliation and outstanding balance report before it goes to the owner or board.

SYSTEMS Procare Software KidKare

DELIVERABLES

- Monthly invoices per enrolled child
- Payment and failure notices to parents
- Updated family account balances
- Financial reports for director review

KEY METRICS

- Collection rate percentage
- Average days to payment
- Outstanding invoice count
- Autopay failure rate

IMPLEMENTATION CHECKS

- Restrict fee override permissions to director
- Store card data in gateway only
- Log every late fee and waiver
- Route subsidy accounts around autopay
- Retain invoices per licensing record rules

NEXT STEP

Turn this blueprint into an implementation plan.

Map each stage to your own systems, permissions, and approval routing before selecting tools or building automation.

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