



Welcome to the YMCA School Age Care program!

Please review your email confirmation for accuracy and program information. Contact us if any information is incorrect, such as your start date or if your sessions required have changed. We want your family to have the best experience in our program during the school year. The information below informs you of important policies about **billing** and **changing your weekly schedule**.

### **BILLING AND PAYMENTS**

School Age Care is billed weekly based on your scheduled sessions. We bill on Tuesdays, the week prior to program.

We prefer families pay by automatic EFT with credit or debit card. This ensures worry-free, on-time payment and no late payment fees. **If you registered online or included your card number on your registration form, you automatically authorized the weekly EFT option, as well as future charges or change fees.**

In circumstances where families do not prefer EFT payment, you can:

- Use your online account (see **Your Online Account** below).
- Call Y Customer Service at 612-230-9622 to pay by phone before Saturday each week. See *Late Payment Fee* info below.

**Automatic EFT Payments** are drafted on Tuesday evenings for the following week of care. You may occasionally have an EFT charge on Friday for past sessions attended that weren't part of your original schedule.

**\$10 Late Payment Fees** will apply per child if payments are not posted by Friday at 11:59pm, for the next week.

### **Your Online Account**

- Visit [www.ymcanorth.org](http://www.ymcanorth.org).
- Click **Sign In** at the top of any page.
- Login with your username and password, if you already have an account with the Y.
- If your first time online, enter your email address & follow instructions on **Create an account**.
  - Enter your information, including username and password, and *Continue*. (If you receive an error message, try another email address or call Y Customer Service to complete account setup. We may need to add email and family members to your account.)

**Online Payment:** If not on EFT, your weekly balance is normally available to pay in your online account after 3pm on Tuesdays for the following week.

- Login at [www.ymcanorth.org](http://www.ymcanorth.org)

**Make a Payment**

Click **Make a Payment** in the left menu area of *My Y Account*

- Current balances due will show in red. If there is no balance on your account, it might not be available. Check the next day. If you still do not see a balance by Wednesday, call Y Customer Service

When paying online, **please only submit your payment once**. Call Y Customer Service if you receive an error message or you are not sure your payment was accepted.

(see reverse side for schedule change, cancellation and School Release Day information)

**Y Customer Service:** Monday – Friday, 7 am – 5 pm | **Live Chat:** Monday – Friday, 9 am – 4 pm

Phone: 612-230-9622 \* [www.ymcanorth.org/contact\\_us](http://www.ymcanorth.org/contact_us)

## WEEKLY SCHEDULE CHANGES

You can make changes to your child's AM/PM sessions each week to accommodate your schedule. *We must receive changes in writing in our office or completed online **by Monday, 11:59pm, one week prior to week of care.*** Online calendar management is the most efficient method for schedule changes. **School Release Days** will also show in your online calendar, but cannot be changed online.

**Late Changes:** Adding or Switching sessions, if made late, will incur additional fees. You are charged your original schedule for the week, plus the additional session(s) fee and a \$2 late change fee per session.

### Schedule Change

- Use your online account at [www.ymcanorth.org](http://www.ymcanorth.org). Login and choose **My Childcare Calendar** in menu.
- Submit changes in writing at [www.ymcanorth.org/contact\\_us](http://www.ymcanorth.org/contact_us).
- Fill out paper change form at your site (due to timing, Customer Service may not receive your form on time before billing occurs. We will adjust your account when we receive the form from your site).
- We do not accept changes or cancellations by phone.

**Cancellations:** Cancels must be submitted by Monday one week prior to when you need the change/cancel to take effect. You can cancel your before/after care program or release days on the *Programs* page online. You can also submit your request using our [online form](#).

### **My Childcare Calendar**

#### Making Changes Online

It is convenient for you to change\* your weekly schedule online in the **My Childcare Calendar** section of your account. You can:

- Add or Remove morning and/or afternoon sessions.
- Switch morning and/or afternoon sessions.
- Your calendar online will reflect currently scheduled sessions.

\*Changes may be made through Monday one week prior to the week you are changing. For instance, to make changes for the week of September 13th, your calendar change must be made by Monday, September 6th. After Monday one week prior, additional fees will apply per session to add or switch.

#### **To make changes online:**

- Login to your account and click **My Childcare Calendar** in the menu.
- Choose the *Participant* and *Program*.
- Click **Change School Age Care Calendar** link or any AM/PM session in the calendar.

On the **Update School Age Care Calendar** screen, select the week you wish to change and choose if you want to Add, Switch, or Remove sessions.

Complete all changes for week, click **Update & Save** button and confirm your change. Make necessary changes for each week you need. When you return to the calendar, your scheduled sessions will be blue.

**School Release Days:** When school is out, the Y is in! Register for school release days online. Visit [www.ymcanorth.org/child\\_care\\_preschool/school\\_age\\_care/locations/](http://www.ymcanorth.org/child_care_preschool/school_age_care/locations/) to learn more.

Please contact Y Customer Service if you have any questions about this information.

We look forward to a great school year and having your child(ren) in our program.

Y Customer Service Team

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