

# ONLINE PAYMENT INSTRUCTIONS

Paying online is the most efficient way to make payments. It is free and convenient and allows you to easily have a record of your payments. If you choose not to pay online, checks and money orders may be dropped into the Payment Box at the entry to each location. We do not accept cash.

If you pay weekly, you should receive invoices early on Friday, three days before your Monday due date. If you pay monthly, you should receive invoices seven days before your due date on the first of each month.

When you open an invoice, you will see the option to click and pay it online. We do not accept credit cards. Online payments are made by entering your bank account information into a secure payment site. We cannot see and do not have access to your bank account information.

As soon as you make the payment, an email will be sent to you thanking you for your payment. It will take two to three business days for the money to actually be removed from your account.

We do not have an "Auto-Pay" option to have amounts automatically withdrawn from your bank account on each due date. In order to make an online payment, you must open each invoice and pay it. The process only takes a few minutes.

## **If you are paying multiple invoices..**

It best to click on each invoice to pay it separately. That way Quickbooks will mark each invoice as paid and will apply the amount of each payment to your account balance.

## **If you pay more than the amount on an invoice..**

Quickbooks will not automatically apply the additional amount to your other invoices or to your account balance. Our Account Manager will automatically receive a notification to go into Quickbooks and apply your overpayment manually.

## **If you pay less than the amount on an invoice**

Quickbooks will update the invoice to show show the remaining amount due. You will be able to make additional payments on the same invoice until the invoice is paid in full.

## **If your bank declines the payment because you do not have enough money in your account**

The Discovery Tree is charged \$30, so our Account Manager will add a fee of \$30 to your invoice.

## **If the amount of the invoice or your account balance is incorrect..**

Email our Account Manager, MaryEllen Durning at [accounts@thediscoverytree.net](mailto:accounts@thediscoverytree.net) to let her know. She will reply with a list of transactions in your account so you can compare your records with ours. If an error is found, it is helpful to us if you provide the details of your payments and bank records so we can adjust your account accordingly.

## **If you do not receive an invoice at all..**

Email our Account Manager, MaryEllen Durning at [accounts@thediscoverytree.net](mailto:accounts@thediscoverytree.net) to let her know. She will send another invoice.

## **If your payment keeps getting declined..**

The problem may be caused by your browser. Try clearing your browser's cache or switch to a different browser. Overloaded files stored in your browser can cause unusual behavior. If you are still having trouble, email MaryEllen Durning, our Account Manager, at [accounts@thediscoverytree.net](mailto:accounts@thediscoverytree.net) and she will contact Quickbooks Support for assistance.

## **Questions?**

Please email MaryEllen Durning, our Account Manager, at [accounts@thediscoverytree.net](mailto:accounts@thediscoverytree.net). You should receive a reply from her within one business day. We appreciate your patience in this matter. Our location managers do not manage family accounts so they can focus full-time on the quality of our program. However, if an account matter is urgent, please inform your Director so we can get you a reply as soon as possible.