Elevate Learning Project
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Dear parents,

Elevate Learning Project is delighted to announce that we are modernizing our billing and payments infrastructure by partnering up with TUIO, a leading online platform for child care organizations.

Going forward, our invoices will be generated through TUIO, and parents will be able to access them on their dedicated online space at any time. It will be possible to pay the invoices online via credit card or direct debit (bank account withdrawals, also called ACH *(Automated Clearing House)* payments).

What is TUIO?

TUIO is a billing and payment app used by daycare centers, preschools and schools across North America.

Using TUIO provides the following benefits to families:

- Access invoices any time
- Electronic alternatives to postdated checks
- Auto-billing
- Emailed invoice notifications and payment reminders to avoid NSFs
- Responsive and friendly support team

Who will be processing my payments?

When it comes to processing payments, TUIO has partnered with the industry leading top player, processing over US$80 billion annually in more than 40 currencies and has 3,000 employees globally. Due to their extensive presence in the payment processing industry for the last 20 years, it is highly likely that you have already had your payments processed by our partner without knowing it.

Where will my data be stored?

Please note that TUIO does not store any sensitive financial information, such as your bank account or credit card details. Instead, those data points are encrypted as soon as you enter them, and they are transmitted to the large financial institutions that need to know them in order to transmit your funds. For the data points that TUIO does store in order to let you access your TUIO account, such as your email address and TUIO password, TUIO works with the industry leader AWS (Amazon Web Services), which is Amazon's branch for server infrastructure. AWS offers the most secure cloud infrastructure on the market and is used by hundreds of government agencies such as the CIA, and many Fortune 500 companies such as Netflix and Kellogg's.

What are the next steps?

You will receive an activation email (one per family) from TUIO, which contains instructions to set your account password. If you do not receive the email, check your spam folder, and if that does not help, send a note to support@tuiopay.com to ensure that they have the correct email address on file. Once your account is activated, you will be able to change the name and email address on the account if necessary. You will also be able to set up your payment instructions for your next upcoming invoice(s). For detailed instructions to activate and set up your account under 3 minutes, visit https://tuiopay.com/parent-support/.

If you have any questions or concerns, please let us know.

Stefanie Swackhamer