

Family FAQs about online payments

Use these responses to show families the benefits of paying online with brightwheel

Online payments through brightwheel make billing easy, reduce late payments, and free up more time for what matters most. Families appreciate it too—it's simple, safe, and stress-free with autopay. That's why 9 in 10 families prefer to pay online.

Some of your families may have questions about paying online through brightwheel, so we compiled helpful responses that other admins use to encourage all their families to use online payments!

Family FAQs	Suggested responses
"Why do you require online payments?"	Online payments with brightwheel help us quickly and accurately handle transactions so we can spend more time caring for your little one. Plus, it's convenient for you and makes tax season a breeze!
"Why do you require auto-pay?"	Auto-pay ensures payments are always on time, helping us stay open and giving you one less thing to remember.
"I don't want to pay a credit card fee."	If you're looking for a different option, you can pay with your bank account via ACH, it's just as easy and has much lower fees!

Family FAQs	Suggested responses
<p>"Can I just pay with a check or cash this time? I have it on me."</p>	<p>We appreciate you wanting to pay promptly, but online payments save us time on the back end, and keep everything organized and secure.</p>
<p>"I'm afraid to put my banking information online."</p>	<p>Your security is our, and brightwheel's, top priority. Your information is protected with the highest security, privacy, and compliance standards.</p>
<p>"I'm not good at working with technology."</p>	<p>Brightwheel is designed to be very user-friendly and easy-to-learn. If you need any assistance, just reach out to us or the brightwheel support team.</p>
<p>"The bill plan does not match my pay schedule."</p>	<p>Let's chat about your situation and see if we can adjust the plan to better fit your needs. Brightwheel can do weekly, bi-weekly, or monthly billing.</p>
<p>"I'm subsidized. Do I need an invoice?"</p>	<p>If you're subsidized, we still share an invoice for your records. It helps keep everything clear and organized for both you and us.</p>

Save time, get paid faster, and improve family satisfaction with online payments!

Share this flyer with families to get them started: <https://rebrand.ly/bwbillingforfamilies>

