

The Little Schoolhouse  
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Dear Parents,

**The Little Schoolhouse** is delighted to announce that we are modernizing our billing and payments infrastructure by partnering up with TUIO, a leading online platform for childcare 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 EFT (*Electronic Fund Transfers*) payments). While we will cover direct debit fees for the convenience of our parents, the credit card option will be offered with a 3% service fee to cover processing fees charged by credit cards networks.

#### **What is TUIO?**

TUIO is a billing and payment app used by day care centers, preschools, and schools across North America. Using TUIO provides the following benefits to families:

- Access invoices any time
- Electronic alternatives to postdated cheques
- Auto-billing
- Emailed invoice notifications and payment reminders to avoid NSF's
- 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 who run payments. For the data points that TUIO does store 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. As an additional benefit, all of TUIO's data is stored in Canada.

**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](mailto: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.

Sincerely,

**Kristyn Weiss**  
**Office Manager**  
**office@thelittleschoolhouse.ca**