



2009-10 Finance Handbook

**Finance Office
PISD Spring Creek Center
2201 West Spring Creek Parkway
Plano, Texas 75023
Main No. (469) 752-8915
Information No. (469) 752-8908**

Teamwork for Excellence



P L A N O
Independent School District



2009-10 School Year - Two Options to Enroll:

- ❖ Online Registration Occurs in Finance Office Only
- ❖ Must be a Parent or Legal Guardian who enrolls student in PASAR
Plano ISD - Finance Office for PASAR
2201 West Spring Creek Parkway
Plano, Texas 75023
(469) 752-8915

Registering in Finance Office

Discounted Registration Dates: June 10 – July 31, 2009

- Registration fees are discounted during these designated dates.
- Registering during these dates guarantees your student to begin PASAR on the first day of school (August 24, 2009).

Registration Dates: August 1, 2009 – May 7, 2010

- Registration fees are **not** discounted during these dates.
- It can take up to 48 hours before student can begin PASAR once registration form is **delivered in person** to Finance Office for PASAR.
- Registration occurs online in Finance Office ONLY.

Important Notice:

Plano ISD Board of Trustees policy promotes mutual respect, civility, and orderly conduct by customers/parents to all PASAR Finance staff including in person and on the phone. (Reference GKA(LOCAL).

Contact Finance Office at (469) 752-8915 for questions about registration.

FINANCIAL BUSINESS RULES

- ◆ PASAR is a pre-paid program. Monthly tuition payments must be received in our office by or before the 1st of each month.
- ◆ Students are removed when payments are not received by 1st of month. Email notification to financial customer is sent giving a 3-day notice to pay. If payment is not received by deadline, student is removed and account charged \$25 fee. Payment in full for outstanding balance is required before student can resume.
- ◆ Finance Office must be notified in writing for all withdrawals and changes in enrollment.

HOW TO REGISTER FOR PASAR

1. Students must be enrolled in PISD in K-5th grades to register for PASAR.
2. All students must register each year by registering in office or registering online (in Finance Office only).
3. For the 2009-10 school year, on-line registration is available ONLY in Finance Office.
4. **The person registering student(s) will be the financial customer who is responsible for the financial account, and held accountable for timely payment.**
5. All outstanding account balances must be paid at time of registration. Online registration will indicate outstanding balances on any account linked to student who is enrolling. This balance must be paid before enrollment can continue online. Outstanding balances cannot be paid with check; other methods of payment are acceptable: cash, money order or credit card
6. **For safety reasons, students cannot attend PASAR until they are registered.**
7. Parents may check the PASAR list posted at their student's school one day before school starts to confirm student is on the PASAR list and can start PASAR on the first day of school.

REGISTRATION FEE

- The registration fee once paid online or accepted in office cannot be refunded.
- The registration fee will not be refunded for any reason.
- Registration fee must be paid at time of registration.

PAYMENTS

- **Monthly tuition must be paid before or by the 1st of each month.**
 - We accept these forms of payments for all current accounts: cash, personal check, money order, credit card (MASTER CARD, VISA or AMERICAN EXPRESS).
 - Past due account payments must be paid with cash, money order or credit card (no checks).
 - For customers who want to pay tuition via ePay, the student's registration information must be entered into the PASAR finance system before payments can be accepted via ePay.
 - No temporary, Doing Business As (DBA) or business checks are accepted for any payment.
 - **The Finance Office must be notified immediately in writing of billing address changes for the Financial Customer.**
 - No money for PASAR can be accepted by any PASAR site or campus staff member.
 - A drop box for **payments only** is located at the front entry of the Finance Office, 2201 West Spring Creek Parkway and is available 24 hours/seven days a week. Provide student's name, student ID# and customer account # on payment to ensure payment is posted to correct account.
- Payment via Personal Checks:
- PASAR payments made with a personal check may be converted into an electronic funds transfer.
 - Electronic Funds Transfer is the process in which we electronically instruct your financial institution to transfer funds from your account to our account, rather than processing your check.
 - By sending your completed check to us, you authorize us to use the account information from your check to make an electronic fund transfer from your account for the same amount as the check.
 - If the electronic fund transfer cannot be processed for technical or other reasons, you authorize us to process an image replacement document, draft, or a copy of your check.
- Returned (or NSF) Checks:
- A third party vendor processes all returned checks for Plano ISD.
 - If your bank returns a check unpaid, Plano ISD or its agent will redeposit the check electronically.
 - The NSF third party vendor may electronically collect a returned check fee plus applicable sales tax.

- All inquiries concerning returned checks should be directed to this vendor at 1-866-241-4960.
- **Important note:** If Finance Office for PASAR receives one NSF check for a student's account, all future payments by anyone for that student's account must be paid with credit card, cash, money order or ePay only.
- No payment can be made at the PASAR site or campus office for returned checks.
- If the vendor is unsuccessful in securing payment for any NSF check, it is returned to the Finance Office which contacts the NSF check writer in an attempt to collect the unpaid NSF check and NSF fee.
- If the check writer does not pay the returned check and the NSF fee within three days, the student is removed from PASAR and can only return to PASAR when the check(s) are paid plus balance on account and all fees.
- In addition, if the NSF check writer does not pay the face value of the NSF check and fee to the Finance Office within the three-day time frame, the check is submitted to the Collin County District Attorney's Office for collection.

RATES – MONTHLY AND DROP-IN

- **Monthly tuition** is charged based on the date student begins PASAR. Annual Fee is based on nine months, September through May. Therefore, no monthly fee is charged for August and June for any rate plan.
 - Tuition must be paid on or by the FIRST of each month or Finance Office will start the process to remove the student due to non-payment.
 - Start date of 1st-15th of any month, a full month of tuition is charged.
 - Start date of 16th-thru end of month, a ½ month of tuition is charged.
 - No reduction in monthly tuition is provided due to illness, holiday(s), or vacation except for participation in Adventure Camp for 5th graders.
- **Drop-in care** must be scheduled with the site 24 hours in advance of attendance.
 - A **daily** drop-in fee is charged when a student attends; there are no hourly rates available.
 - Pre-payment of \$110 per student must be paid into the customer's account before school begins.
 - It is the responsibility of the customer to maintain a \$45 minimum balance in drop-in account at all times to ensure student can attend.
- Monthly tuition, drop-in charges and holiday care charges can be paid by credit card, cash, personal check, money order or by ePay at PISD Web site www.pisd.edu/epay
- PASAR services are not free for any student. No hourly rates are available.
- Students residing at the same address with the same parent/guardian receive a multiple student discount for PASAR tuition. Total monthly tuition amounts are divided among the number of students in the family enrolled in PASAR. See Tuition and Fee Chart on page 6 for specific amounts.

DISCOUNTED TUITION RATES

- There are no scholarships or grants available through the Finance Office for PASAR students.
- Discounted rates are offered if parent/guardian qualifies as described below:
- **Employee** –
 - Parent/legal guardian must be a contracted, full-time PISD employee and present PISD ID badge in the Finance Office.
 - If a NEW PISD employee, the PISD HR New Hire Contract must be presented in the office.
 - PISD employment is verified.
 - The PISD employee MUST be the financially responsible customer for PASAR.
 - Employees must participate in Payroll Deduction if student is enrolled in the Regular plan.
 - PISD Subs, Adult Temps and/or part-time employees do not qualify to receive employee discounted rate for PASAR.
- **Free Lunch or Reduced Lunch** –
 - The rate will be verified at the time of enrollment in the Finance Office (no FANS letter is required).
 - Any student who is not qualified for the Free or Reduced Lunch rate at any time during the school year, the student will automatically be changed to the Standard rate for the following month(s).
 - No new FANS letter for the new school year is required to be provided to Finance Office to continue at these rates.

REMOVAL OF STUDENTS DUE TO NON-PAYMENT

- At any time a PASAR account becomes outstanding, customer will be notified by email and given a 3-day window to pay.
- If payment in full is NOT made within the 3-day window timeframe, the student will be **removed** due to non-payment.
- The 3-day window notification will be sent by email; if email is returned undeliverable, contact will be attempted by the primary phone number provided on registration form. If the call is not answered, a message will be left if possible.
- Email is Finance Office's primary method used to contact customers. All email changes must be submitted to Finance Office ASAP. If customer must be contacted by phone rather than email, written notification must be submitted to Finance Office when enrolling.
- A \$25 fee is charged to customers' accounts at the time of removal and must be paid in addition to the outstanding balance.
- See below when student can resume after removal due to non-payment.

RESUME ENROLLMENT WHEN REMOVED DUE TO NON-PAYMENT

- The full amount of outstanding balance in addition to the \$25 removal fee must be paid before student can resume.
- This payment in full must be received in Finance Office BY 8 AM for student to resume same day. If payment is received in Finance Office AFTER 8 AM, student will resume next day. If payment is made via ePay, the customer must submit payment by midnight in order for student to attend NEXT day.

ENROLLMENT CHANGES, WITHDRAWALS AND RESUMING

- Changes, withdrawals, resumes MUST be submitted in writing to Finance Office by established deadlines. Messages left by phone cannot be accepted.
- The financial customer is responsible for the fees, including monthly tuition, applicable up to the effective date of the change, withdrawal or resume.
- NO refunds or credits will be given for non-attendance.
- See specific deadlines below for the effective dates for all changes, withdrawals and resuming.

Changes FROM Drop-in TO Regular or vice versa

- Changes received in Finance Office by 15th of current month are effective 1st of next month.
- Changes received in Finance Office by 1st of current month are effective on 16th of current month.
- A \$25 fee is charged for each change and payment must be made at time of change for it to be processed along with any balances on account must be paid at this time for change to be processed.

Withdrawals from Program (no fee charged)

- Withdrawals received in Finance Office by 15th of current month are effective end of month.
- Withdrawals received in Finance Office by 1st of current month are effective 15th of current month.
- **It is the customer's or parent's responsibility to notify Finance Office when withdrawing from PASAR or withdrawing from PISD in order for PASAR acct. not be charged for services.**
- If customer does not withdraw student in writing from PASAR, the charges will continue to accrue on the account until the withdrawal is submitted in writing. It will be the responsibility of the customer to pay for all charges incurred.
- Request for withdrawal cannot be back dated. Effective dates must be in the future from the date the documentation is received in finance office.

Resuming Enrollment

- The student must have been enrolled previously in PASAR for the current school year.
- A Change of Service form to resume must be submitted to the Finance Office and student can resume in 24 hours based on date form received in Finance Office.
- Based on the resume date, a full month's tuition or ½ month's tuition will be charged if student resumes as Regular and the monthly tuition amount must be paid at that time.
- If resuming as a Drop-in, a \$110 pre-payment per student must be paid at that time or the account must have a minimum of \$45 per student in account.
- If a resume date or a start date is changed, a \$25 fee is charged and must be paid at time of change. **Each** change incurs a \$25 fee on account.

NOTE: No Fee Charged for residential changes or other changes of PASAR location – our office must be contacted by parent in writing to change PASAR site

MONTHLY STATEMENTS

- Monthly PASAR statements are mailed to the billing address of the Financial Customer on file in our office. The statement reflects all activity since the previous statement. The previous balance (or Balance Forward), if any, will be reflected on each statement.
- **Financial Customers:** Contact the Finance Office for PASAR **immediately** when billing address changes
- All inquiries regarding financial discrepancies **MUST** be addressed within **three** months of transaction date.
- **Save ALL monthly statements** to use for income tax purposes and flexible spending accounts!
- **No end-of-year cumulative statements are issued to the parents, legal guardians, or customers for tax purposes.**
 - **Important Information from the INTERNAL REVENUE SERVICE**
 - The Finance Office is not required to provide statements for tax purposes.
 - The IRS states the customer will need the following for tax purposes:
 - tax ID #: 75-6002252
 - canceled checks
 - cash receipts furnished at time of payment, credit card statements showing money paid for child care

REFUNDS

No refunds or credits will be given to accounts due to non-attendance in any of our programs. Customers with credit balances on accounts can request refunds which must be submitted to Finance Office in writing. Refund requests are processed monthly and refund payments can take up to six weeks.

LATE PICK UP FEES:

- A \$25 late pick-up fee is charged for students picked up 1 - 10 minutes beyond 6:30 p.m.
- A fee of \$1 per minute is charged for every minute past 6:40 p.m. until student is picked up.
- Late pick-up fees are required to be **paid within 2 calendar days.**

CHANGE OF INFORMATION

- A Change of Information form is available in the Finance Office, online and at all PASAR sites.
- This form is completed & submitted to Finance Office for changes in billing address, students' health information, or contacts.
- No fee is charged for Change of Information forms submitted to Finance Office.

Important Information Parents and Guardians MUST know: All student and parent/guardian residency addresses and phone numbers must be made in the School Office **immediately**. Finance Office personnel cannot make any changes to phone numbers of parents/guardians and other parent/guardians of PISD students who may be listed as contacts for your student in PASAR. All of these changes must be made in your student's school office.

REGISTRATION FEE CHART

FOR ONE STUDENT & EACH ADDITIONAL STUDENT

<u>Rate Plan</u>	<u>June 10 - July 31, 2009</u>		<u>Aug 1, 2009 – May 7, 2010</u>	
	<u>Discounted Registration Fees</u>		<u>Regular Registration Fees</u>	
	<u>1st student</u>	<u>Each add'l student</u>	<u>1st student</u>	<u>Each add'l student</u>
Standard:	\$ 50.00	\$ 40.00	\$ 100.00	\$ 80.00
Employee:	\$ 20.00	\$ 10.00	\$ 40.00	\$ 20.00
Free or Reduced Lunch:	\$ 20.00	\$ 10.00	\$ 40.00	\$ 20.00

2009-10 PASAR FEE CHART
PER CHILD AND MULTIPLE CHILDREN MONTHLY TOTALS

<u>Tuition Plan</u>	<u>Monthly Tuition</u>		<u>Drop - In Fees</u>		<u>Holiday Fees</u>	
	<u>Each</u>	<u>Total</u>	<u>Each</u>	<u>Total</u>	<u>Each</u>	<u>Total</u>
Standard:						
1 student	\$ 250.00	\$ 250.00	\$ 22.00	\$ 22.00	\$ 30.00	\$ 30.00
2 students	\$ 221.50	\$ 443.00	\$ 20.00	\$ 40.00	\$ 29.00	\$ 58.00
3 students	\$ 212.50	\$ 637.50	\$ 18.50	\$ 55.50	\$ 28.00	\$ 84.00
4 students	\$ 208.25	\$ 833.00	\$ 17.50	\$ 70.00	\$ 27.00	\$ 108.00
Employee:						
1 student	\$ 122.00	\$ 122.00	\$ 15.00	\$ 15.00	\$ 25.00	\$ 25.00
2 students	\$ 108.00	\$ 216.00	\$ 14.00	\$ 28.00	\$ 24.00	\$ 48.00
3 students	\$ 103.00	\$ 309.00	\$ 13.00	\$ 39.00	\$ 23.00	\$ 69.00
4 students	\$ 101.00	\$ 404.00	\$ 12.00	\$ 48.00	\$ 22.00	\$ 88.00
Free or Reduced Lunch:						
1 student	\$ 122.00	\$ 122.00	\$ 15.00	\$ 15.00	\$ 25.00	\$ 25.00
2 students	\$ 108.00	\$ 216.00	\$ 14.00	\$ 28.00	\$ 24.00	\$ 48.00
3 students	\$ 103.00	\$ 309.00	\$ 13.00	\$ 39.00	\$ 23.00	\$ 69.00
4 students	\$ 101.00	\$ 404.00	\$ 12.00	\$ 48.00	\$ 22.00	\$ 88.00

2009-10 HOLIDAY CARE

Holiday	Holiday Date	6:30 PM Sign-up & Cancellation Deadline
Teacher/Parent Conference Day	Friday - October 16, 2009	Friday - October 2, 2009
Thanksgiving	Wednesday - November 25, 2009	Wednesday - November 11, 2009
Winter Break - Dec.	Mon.- Wed. - December 21 – 23, 2009	Monday - December 7, 2009
Winter Break - Jan.	Monday - January 4, 2010	Monday - December 7, 2009
MLK	Monday - January 18, 2010	Wednesday - January 6, 2010
Teacher PDH	Monday - February 15, 2010	Monday - February 1, 2010
Spring Break	Monday-Friday - March 15-19, 2010	Monday - March 1, 2010

- All financial procedures stated under PASAR Academic School Year on pages 3-6 apply for PASAR Holiday Care as well. Additional information and business procedures apply as shown below:
 1. Holiday Care is optional and tuition is in addition to the regular monthly tuition.
 2. To **participate** in Holiday Care, parents/guardians must sign up student at PASAR site by the deadline dates.
 3. To **cancel** holiday care, request must be in writing & submitted by the deadline to avoid Holiday Care charges.
 4. Charges are incurred at time of sign-up and payment is due on date of sign-up.
 5. Sign-up and cancellation of Holiday Care is 6:30 PM on the deadline date shown above.
 6. NO refunds or credits will be given for non-attendance.
 7. NO drop-in care is available for Holiday Care.

2009 Summer Registration and Care

- All financial procedures stated under PASAR Academic School Year on pages 3-6 apply for PASAR Summer Care as well. Additional information and business procedures apply as shown below:
 1. A **separate** Summer PASAR registration form must be completed & delivered in person by customer to the Finance Office
 2. Full amount of tuition must be paid at time of registration for all enrolled weeks.
 3. For additional weeks, an addendum form must be completed and submitted to the Finance Office and paid in full at that time for additional weeks (credit card authorization form can be faxed along with addendum form).
 4. All students must be enrolled in PISD prior to being enrolled in Summer PASAR. .
 5. **No transportation is provided for Summer PASAR.** Parents are responsible for all transportation to/from PASAR.
 6. No drop-ins. No refunds and no cancellations – after deadlines.
 7. No multiple student discounts offered for Summer PASAR.
 8. Check Web site for details of Summer PASAR www.pisd.edu/pasar



PASAR FINANCE “QUICK” TIPS

CUSTOMERS: Post this page to REMEMBER these important deadlines regarding PASAR enrollment!!

QUESTIONS? - Call Finance Office immediately (469) 752-8915

MONTHLY TUITION – Must be paid on or by the 1st of each month

DROP-IN ACCOUNTS – Must maintain a \$45 minimum balance per student at all times

WHEN STUDENT WITHDRAWS FROM SCHOOL OR PASAR: It is the parent’s responsibility to inform Finance Office when student is withdrawn from PASAR. The school office personnel are not responsible for notifying our office – it is the parent’s responsibility.

2009-10 SCHOOL YEAR TUITION – Start dates of 1st-15th of any month, account is charged for a full month of tuition. Start dates of 16th – end of month, ½ month of tuition is charged.

eMAIL ADDRESS CHANGES – It is the responsibility of the financial customer to notify Finance Office when email address is changed. This must be completed in writing via email, fax, or Change of Information form.

ALL CHANGES in enrollment – Must be submitted to the Finance Office.

1. Enrollment Plan Changes (from Drop In to Regular or Vice Versa) - \$25 fee charged
2. Withdrawing from PASAR – No fee charged
3. Resuming PASAR due to Non-payment – \$25 fee charged and must be paid in addition to the outstanding balance for student to resume.
4. Changing Start Date or Changing Resume Date - \$25 fee charged

- All changes or withdrawals received by 1st of current month are effective 16th of CURRENT month.
- All changes or withdrawals received by 15th of month are effective 1st of NEXT month

REMOVAL OF STUDENTS DUE TO NON-PAYMENT:

- If a PASAR account becomes outstanding, customer will be notified via email with 3-day window to pay.
- If payment in full is NOT made within the 3-day window, student will be **removed**.
- The 3-day window notification will be sent by email; if email is returned undeliverable, contact will be made by the primary phone number provided on registration form. If call is not answered, a message will be left, if possible.
- A \$25 fee is charged to account when student is removed due to non-payment. The \$25 fee plus the outstanding balance owed on account must be paid before student can resume.
- The payment in full must be received in Finance Office BY 8 AM for student to resume same day. If payment is received in Finance Office AFTER 8 AM, student will resume next day. If payment is made via ePay, the customer must submit payment by midnight in order for student to attend NEXT day.
- Customer’s email address is the primary form of contact used for contacting customer unless customer notifies Finance Office in writing of different means of contact. **Customers MUST keep email address current with the Finance Office.**

HOLIDAY CARE is extra charge. Cancellation and payment deadline dates are enforced and no credit issued for non-attendance.

MONTHLY STATEMENTS – Keep ALL statements for income tax purposes & flexible spending accounts.

FINANCE OFFICE:

2201 W. Spring Creek Pkwy.
(469) 752-8915
Monday-Friday, 8 AM-4:30 PM

FINANCE OFFICE SUMMER HOURS:

CLOSED Fridays weeks of June 19-July 24
and CLOSED July 6, August 7 & 14

ePay www.pisd.edu/epay

Finance Office/PASAR Web address www.pisd.edu/pasar

IMPORTANT NOTICE: Plano ISD Board of Trustees policy promotes mutual respect, civility, and orderly conduct by customers/parents to all PASAR Finance staff including in person and on the phone. (Reference GKA(LOCAL).

Disclaimer: This one page does NOT include ALL financial procedures – visit Web site for complete Finance Handbook.