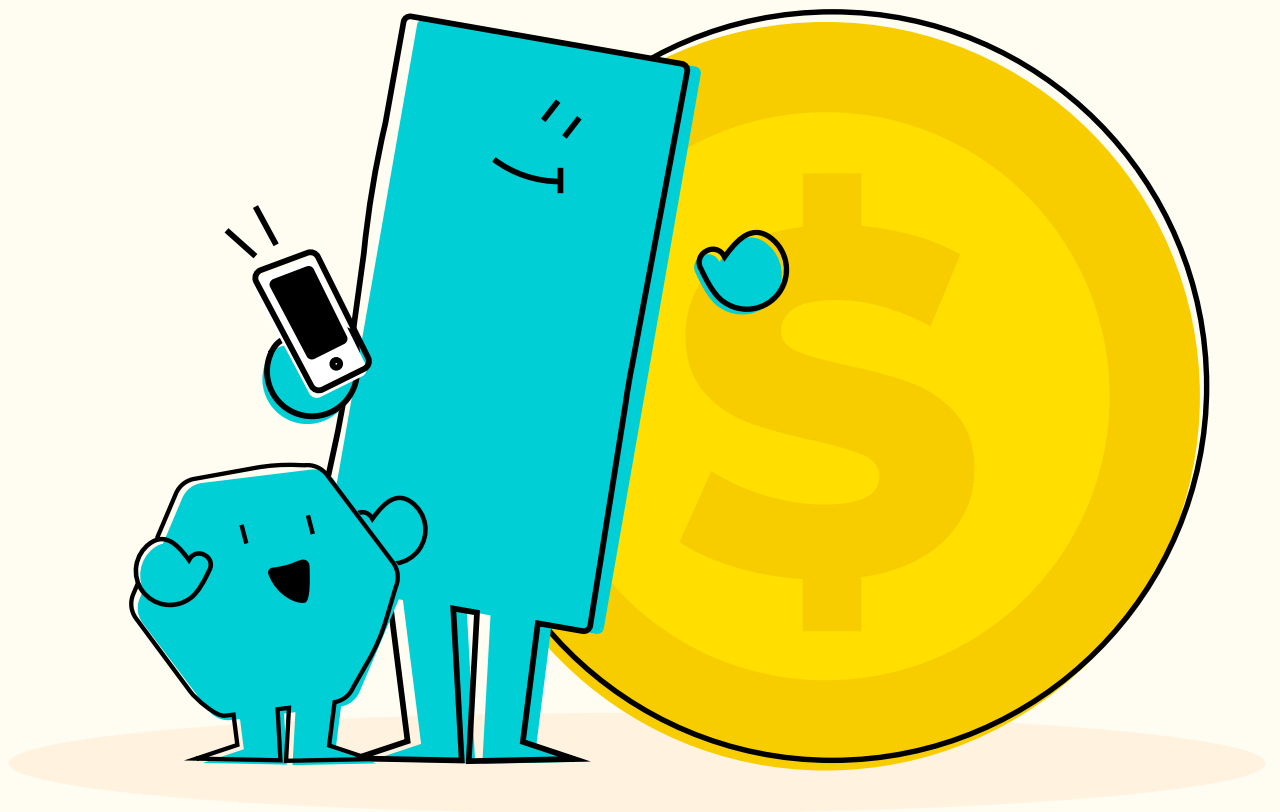


# The HiMama Payments Parent Guide

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Learn All About HiMama Payments - It's as  
easy as 1-2-3!



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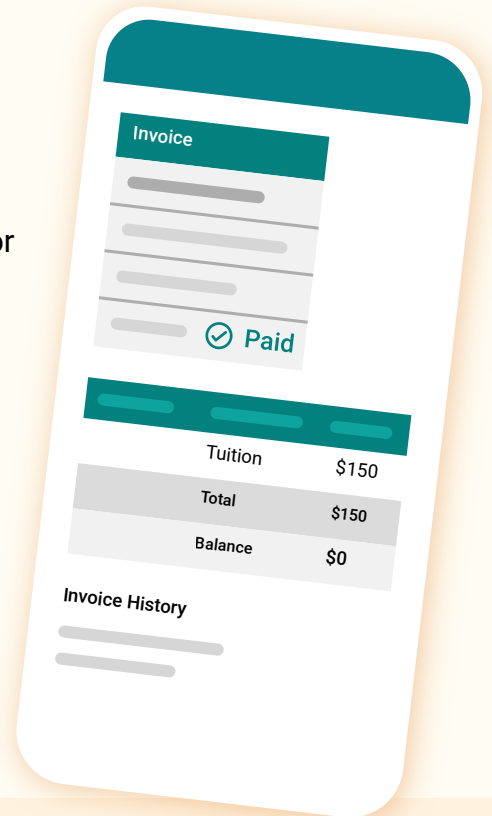
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# What is HiMama Payments?

Your center uses HiMama Payments. What does that mean for you? With HiMama Payments, you can:

- ✔ Pay your child's tuition invoices online using a credit card or bank transfer.
- ✔ Enable automatic payments so you can set it and forget it, making sending your child to childcare easier than ever.
- ✔ Keep track of previous payments made and view past invoices.
- ✔ Have peace of mind that HiMama's payments processing partners handle your data at the highest level of PCI compliance.
- ✔ Collect rewards/points on a preferred credit card.



**How do you feel about your center's current payment process? 75% of parents think their childcare payment process could be made easier.**

## How Does HiMama Payments Work?


It's simple! Your center will create tuition invoices for your child or children. All past and current invoices sent through HiMama can be viewed in your mobile app or web browser. With HiMama Payments, you can choose to pay with credit cards to collect those sweet rewards points or send payments via bank transfer (ACH/EFT)!

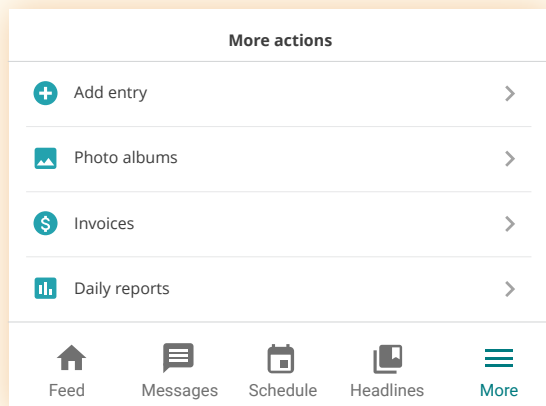
To make life even easier, you can enable auto payments, giving you the time to focus on the more important parts of your life!

## How to get set up with HiMama Payments?

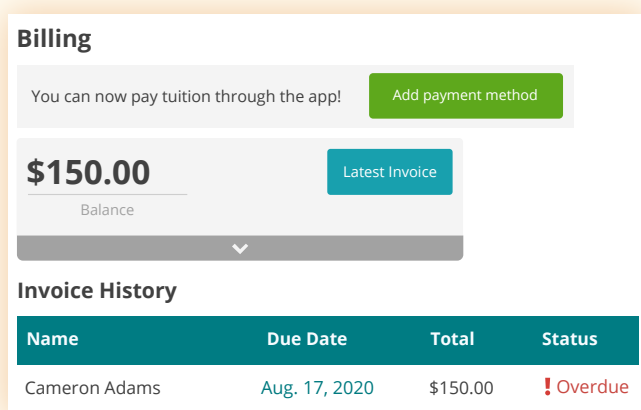
Simplify things by saving your payment details in HiMama so you can set it and go. Sound good?

To provide your center with payment information, you can sign in and follow these steps:

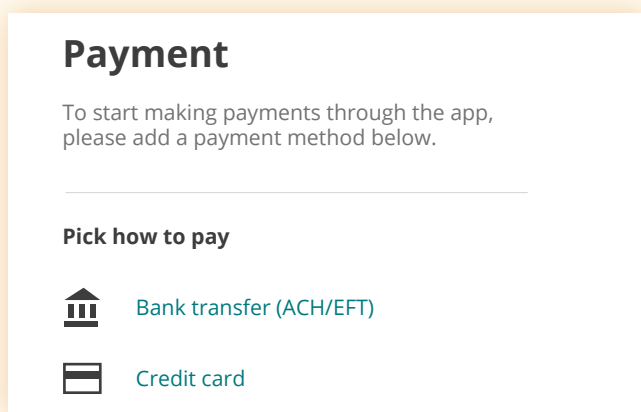
1. Log into the Parent app, and tap the  icon to expand the menu.



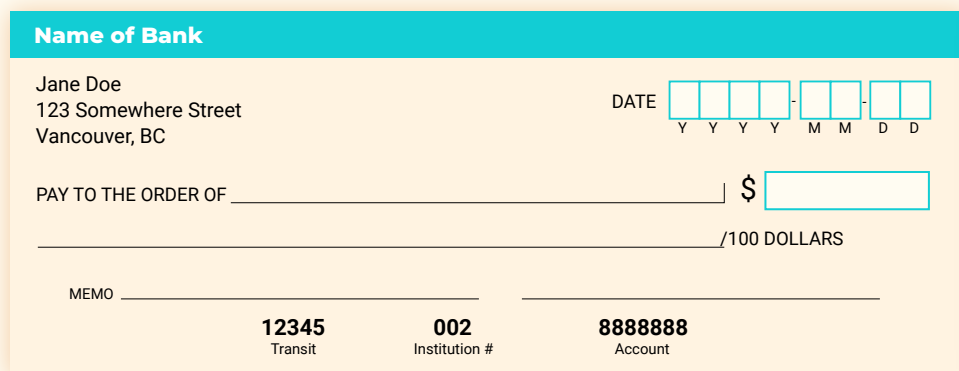
2. Tap invoices. This opens the Billing page.



3. Tap Add Payment Method or the icon. This opens a page to select a payment method.



4. Select Bank Transfer or Credit Card, and populate the payment fields as necessary. You can find your bank account details on a blank check.



**Name of Bank**

Jane Doe  
123 Somewhere Street  
Vancouver, BC

DATE     -   -

PAY TO THE ORDER OF \_\_\_\_\_ \$

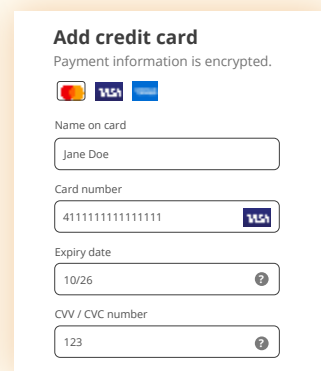
\_\_\_\_\_/100 DOLLARS

MEMO \_\_\_\_\_

**12345**  
Transit


**002**  
Institution #

**8888888**  
Account



**Add credit card**

Payment information is encrypted.



Name on card

Card number

Expiry date

CVV / CVC number

Entering details such as the transit and account number will make it easier to make future payments through your HiMama account. Once you've saved your account details on the app, you can either pay manually with the click of a button or enable autopay so you never miss a payment again!

5. Tap Submit to save the payment method.

Once the invoice is due, you will receive a notification, and if you have enabled autopay, the center will withdraw those funds from the credit card or bank account you've provided. If you have autopay turned off, you will need to pay your invoice manually by clicking 'Pay Now' on your invoices.

*You will always receive a notification that the payment is due, even with autopay enabled.*

## HiMama Payments and Auto-Pay



With HiMama Payments, you can enable autopay and never miss making a payment again! Plugin your details into HiMama, and your child's payment is secure.

With autopay, your bank transfer (ACH/EFT) payment will deposit faster, taking an average of three business days after a payment is initiated instead of four business days for manual payments.

Simplify the payments you are making, set up autopay today!

### Not sure how to enable autopay? It's easy!

With AutoPay enabled, payment transactions will be processed automatically at an invoice's due date.

1. Log into the Parent app, and tap the  icon to expand the menu.
2. Tap the  icon to open the payment settings.

3. Scroll to the Automatic Payment slider, and toggle it on.
4. For more information on enabling or disabling Autopay, visit the HiMama Help Center [here](#).

**85% of parents pay at least some bills online.**

## Is HiMama Payments Safe?

With HiMama Payments, you can have peace of mind knowing that our payment processing partner handles your data at the highest level of PCI compliance.

When you pay an invoice in HiMama, our payment processor works behind the scenes to ensure that your payment is secure and communicates with banking institutions to send your payment to your childcare provider so you don't have to worry about a thing!

You can find more information about HiMama's Privacy Policy [here](#).

## Invoice Status Breakdown

The invoice that is created by your childcare center will either appear as 'scheduled for payment', pending, paid, failed, cancelled or overdue.

**Scheduled for Payment:** This means that you have correctly initiated the payment, and that the transaction is scheduled to be initiated in the next batch, within a business day.

**Pending:** The transaction has been initiated and the banks are processing it. While the invoice is 'pending' you will see that the payment has been withdrawn from your account. This typically occurs within 24 Hours of the transaction being initiated. Typically bank transfer (ACH/EFT) payments will be in the 'pending' status for several days while the payment is processed.

**Paid:** Invoices will be marked as 'Paid' once the payment has been deposited into the center's account

**Failed:** An invoice will be marked as 'Failed' if the payment failed and could not be deposited into the center's account. This typically happens because the payment info was added incorrectly (typo) or because there were insufficient funds in the account to cover the cost of the invoice.



**Make sure to enter your payment information correctly to avoid the hassle of a failed payment!**

- ✔ If you have autopay on, the invoice will retry 2 additional times
- ✔ If automatic retry is also enabled by the center, the invoice will retry indefinitely.
- ✔ If autopay is not enabled, the invoice will stay in 'Failed' until you manually retry the payment.

**Cancelled:** If the center cancels an invoice that has previously been sent to you, the status will show as 'Cancelled'. This means that payment is no longer expected for that invoice.

**Overdue:** This invoice is past its due date and has not been paid.

*Normally, the payment will be withdrawn from your account one business day after the transaction is initiated and deposited into the center's account a few days later.*

## Elevating the Parent Experience Through Billing and Payments at Dharma Kids Center

Megan Llorente, a co-owner of Dharma Kids Center in Burnaby, British Columbia, was spending 10+ hours a month on billing administration. Llorente saw the opportunity to reduce time and use the HiMama app to create a more seamless payment experience for her center parents. Since using HiMama Billing and Payments, her families have loved having the financial aspect of joining the center made so simple. To read more about how Dharma Kids implemented HiMama Billing and Payments, check out the blog post, [here](#).

### The Nitty Gritty - Fees

With HiMama Payments, there are no hidden fees so you can feel secure and protected with the amount you are paying. As a bonus, when you use HiMama Payments, there is no monthly fee and no setup fee – a win-win for everyone!

#### Transaction Fees

Whenever you make a payment through HiMama, the center is charged a small transaction fee to process your payment. Some centers cover these fees for their families, while others pass them along to the families for the additional convenience! Speak with your center administrator to get further details on fees.

#### Authorization Fees

When you add a new method of payment to your account, our payment processor will process a

small fee (up to \$0.50) to ensure the method of payment is valid.

But don't worry! This fee will be refunded to you once your new payment method is verified.

## HiMama Payments FAQs from Parents

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### What types of credit cards does HiMama accept?

You can pay for invoices using the following credit card networks:

#### Canada

- ✓ Visa
- ✓ Mastercard
- ✓ American Express

#### United States


- ✓ Visa
- ✓ Mastercard
- ✓ Discover Network

### When will the funds be withdrawn from my account?

Typically this happens within one business day of the transaction being initiated.

### How do I pay my invoice?

If your childcare center has payment processing enabled, you can pay invoices directly from the HiMama Parent app. First, you must Add a Payment Method and set yourself as the child's Billing Contact.


1. Tap the menu  icon.
2. Tap Invoices to access billing information.
3. Select an invoice from the Invoice History table to open more details.
4. Tap Pay Now. The invoice's status will change to Paid or Scheduled for Payment. Scheduled for Payment indicates that the payment will be processed in an upcoming batch.
  - a. Note: The Pay Now button will not appear if you are not set as the child's billing contact.

For more information on paying an invoice in HiMama, visit the HiMama Help Center [here](#).



## How do I update my billing information in HiMama?

You can easily update your billing information through the app!

1. Log into the Parent app, and tap the  icon to expand the menu.
2. Tap invoices. This opens the billing page.
3. Tap Add Payment Method or the icon. This opens a page to select a payment method.
4. Select Bank Transfer or Credit Card, and populate the payment fields as necessary.
5. Tap Submit to save the payment method.

For more information on updating billing information in HiMama, visit the HiMama Help Center [here](#).

## Where can I find a list of all paid invoices for my child?

Login to your HiMama account and select the invoices tab. You can see all Due and Paid invoices in one single feed.

For more information on viewing invoices, visit the HiMama Help Center [here](#).

## Can I add more than one credit card or bank account?

No, you can either add a single credit card or bank account. Only one payment method can be stored in your account at a given point in time, however, you can change your payment details as needed.

## Can I make a partial payment on one card and pay the rest on another?

If you'd like to make a partial payment, you can arrange with your center to pay a portion of your invoice with another method, and they can update the cost owing on your side.

## What is a primary payee?

The parent who's payment information is on the HiMama app is considered the primary payee. Both parents can see the invoice but only the primary payee can pay the invoice. If you need to change who the primary payee is, please reach out to your center's director or make the change by following the steps [here](#).

## Additional Resources

*Need some help?* Contact the HiMama Team!

The HiMama Support Team is available to you from 8am-6pm EST.

Call 1-844-975-1275 or email [support@himama.com](mailto:support@himama.com)

*Need some more info?* Look no further than the [HiMama Help Center](#) to find up-to-date help articles and FAQs.

