

Seattle Preschool Program 2023-24 Tuition Payment Guidelines

Tuition Payment Policies

1. Tuition covers the 6-hours/day of SPP programming only; it does NOT cover childcare costs outside of regular school hours or scheduled school days.
2. Tuition will not be prorated due to regular student absences or typical agency closures (breaks, snow days).
3. Monthly tuition bills will be sent to the primary email on file beginning September 2023.
4. DEEL offers a 10% discount for each additional sibling enrolled in SPP.

Billing Schedule

Invoice month	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Cut-off Date to Report Changes	9/1/23	10/2/23	11/3/23	12/4/23	1/3/24	2/2/24	3/4/24	4/2/24	5/2/24	6/3/24
Tuition Bills Emailed	TBD	10/9/23	11/8/23	12/11/23	1/9/24	2/9/24	3/11/24	4/9/24	5/9/24	6/10/24
Payment Due Date	+15 Days	10/24/23	11/23/23	12/26/23	1/24/24	2/24/24	3/26/24	4/24/24	5/24/24	6/25/24

Tuition Adjustments

1. Changes to income or household size should be reported to the enrollment team before the cut-off date (see above) to be included in that month's billing cycle. Otherwise, all changes apply to the next month's billing date.
2. For children entering or exiting mid-month between October and May, tuition will be prorated as follows:
 - Entering on or before the 15th, or exiting on or after the 15th, no change to tuition requirements
 - Entering after the 15th or exiting before the 15th, monthly tuition will be reduced by 50%

Making Payments

1. Payments are due according to the billing schedule.
2. See Payment Options for how/where to make payments.
3. When making payments over the phone or online, you will need your Customer ID and Invoice #.
4. Write “City of Seattle-SPP” on all checks or money orders.

Payment Options	Contact Information / Address	Payment Types
<p>Online (Preferred method)</p>	<p>The portal is available here: Lookup Account Details (billerpayments.com)</p>	<p>Need the Customer ID and Invoice #</p> <p>If the invoice is under \$3000, both credit card and bank account are accepted.</p> <p>If the invoice is over \$3000, only a bank account can be used.</p>
<p>Mail (Preferred method)</p>	<p>City of Seattle - SPP Treasury Dept Accts Receivable PO Box 94626 Seattle, WA 98124-6926</p>	<p>Check or Money Order</p> <p>Write “City of Seattle-SPP” on all checks or money orders.</p>
<p>Phone (Only when Online or Mail payment do not work for you)</p>	<p>City Payment Line: (206) 684-7800</p> <p>Hours: 8:30 am to 3:00 pm</p>	<p>VISA/Mastercard (3-digit security code is required)</p> <p>Need the Customer ID and Invoice #.</p>
<p>In-Person</p>	<p>Seattle Municipal Tower 4th Floor Payment/Information Desk Seattle Municipal Tower 700 5th Avenue Seattle, WA 98104 Hours: 8:30 am – 4:00 pm</p>	<p>VISA/Mastercard, Cash, Check</p>
	<p>Customer Service Centers http://www.seattle.gov/customer-service-centers</p>	<p>VISA/Mastercard, Cash, Check</p>

Proof of Payment – For Information Purposes Only

1. As a courtesy, SPP will mail tuition history statements twice a year, in February and July
2. For additional payment summaries, please send an email request to: SPPbilling@seattle.gov

Contact Us

1. Billing Questions Email: SPPBilling@seattle.gov
2. Billing Questions Phone: 206-684-5660
Hours: 8:00 am – 4:00 pm

Seattle Preschool Program Frequently Asked Questions

When is my payment due?

Payments are due according to the Billing Schedule above or on the date listed on the invoice.

Where do I receive my monthly tuition bills?

You will receive invoices via email from the City of Seattle from info@seattle.gov on the emailed date. If you do not receive an invoice on that date, please check your SPAM folder. Be sure to add "info@seattle.gov" as a Safe Sender (or mark as not SPAM) to ensure you receive emails.

Why are you billing me the full monthly amount for September and June when those are shorter months?

SPP operates on a school-year basis and charges an annual tuition. Annual tuition is divided into 10 equal payments for convenience and consistency.

What if I am late or can't make my payment on time?

Please notify the billing office if you have experienced a change in your family's financial circumstances and are unable to make a payment. In some cases, you may be eligible for a tuition reduction. We may also be able to set up a payment plan. Please contact SPPBilling@seattle.gov.

Do you offer online payment options?

Yes, we are happy to offer an online payment option. To access online payment, you will need your invoice and customer number. If you don't have these numbers, please contact SPP billing by email at sppbilling@seattle.gov or (206) 684-5660. The portal is available here: [Lookup Account Details \(billerpayments.com\)](http://LookupAccountDetails(billerpayments.com)). Please note that, if the invoice is under \$3000, both credit card and bank account are accepted. If the invoice is over \$3000, only a bank account can be used.

What do I do if there is a mistake on my tuition bill?

Please notify the billing office if there is a mistake on your bill. DEEL staff will work together to determine whether a change in tuition is needed.

Do you accept partial payments or offer payment plans?

We accept all payment amounts and offer payment plans on a case-by-case basis. Please contact the billing office at sppbilling@seattle.gov for more information.

What if my income changes and I'd like my tuition amount adjusted?

Please contact preschool@seattle.gov with updated income documentation. An enrollment specialist will be in contact with you. Increases in income do not need to be reported within the school year; however, you may be asked to re-verify your income during the school year.

Do you provide a tuition adjustment if my provider closes due to a COVID-19 exposure?

No, school closures and quarantines for exposures are no longer required by the CDC. If the COVID-19 pandemic shifts or there is a new emergency order, SPP will update its protocol as necessary.

Can the SPP Billing Department sign my Flexible Spending Account (FSA) form?

No, your preschool provider will need to sign your FSA form since they are the ones who provide care and can verify participation. We are happy to provide you with a summary of charges/payments to share with your provider; to request payment summaries, please send an email to: SPPbilling@seattle.gov.