



Alternate Account Management Methods

Eleyo has a variety of ways in which families with non-traditional arrangements can be managed. Deciding which option is best can usually be determined by consulting any legal documentation that has already worked out the necessary arrangement and the answers to the following questions:

- Do all payers need to access all aspects of the same account (i.e. to request contract schedule changes, update emergency contacts and authorized pickups)?
 - If yes, use option 3.
 - If no, use option 1 or 2.
- Does their arrangement require splitting the automatic payments that will be made (i.e. Is there a specific percentage each payer is responsible for)?
 - If yes, use option 2.
 - Note: Invoices are split by that percentage if autopay is set up prior to occurrence (adjustments, late pickups, late payments, registration fees).

Options

1. One Owner - additional payments made via Quick Pay Portal
 - a. Payer needs to establish a profile with a unique email address and log in
 - b. Account owner must provide payer using Quick Pay with the account number, program name, and amount - (recommended to have the account owner provide those details to the payer vs staff providing those details to ensure the payer has the correct amount that needs to be paid since the payer will not have an invoice).
 - c. Account owner to provide other payer their Tax Statement if needed
 - i. Each Payer has their own page on the Tax Statement report so the Account Owner would need to provide that document to the payer share
 - d. No access to the Account with this method
2. One Owner - Split Autopay
 - a. Each payer has a profile with a unique email address and log in to add their own saved payment method online
 - b. Admin adds split autopay for account owner and additional payers (percentages may be determined by legal documents designating their share)
 - c. Account owner needs to give payer the Tax Statement report that reflects the other payer's payments
3. Two Owners on the same Child Care Account
 - a. Each user has a profile with a unique email address and log in Second owner added by Admin only
 - b. Can be set to use single, split, or no auto pay. Owners cannot print the other payers receipts or use/adjust any saved payment method.
 - c. Separate Tax Statement reports (same download; may have multiple pages for each payer depending on how many payments each made)
 - d. Each owner receives invoice email
 - e. Access to all schedules, emergency contacts, authorized pickups, etc.