Subsidy Billing Process – Quick Reference Guide

Purpose:

To ensure families using subsidies are enrolled smoothly and billed accurately, please follow the steps below in order.

Step-by-Step Process:

1. Family expresses interest in enrolling with subsidy
→ Provide the family with the **Subsidy Waive Code** to use during registration.

2. Family registers online
→ Once registration is submitted, the **CSC reviews and approves the account**.

3. Center Director receives an automated email
→ This email notifies you that the family has registered but is **waiting for a subsidy contract**.

4. Center Director receives the subsidy contract
→ This may come **via email** or can be accessed by **checking the subsidy portal**.

5. Center Director alerts the CSC
→ Once the contract is received, send the CSC the following details:

- **Child's start date**
- **Schedule**
- **Classroom assignment**

6. Upload the subsidy contract
→ Upload the contract into **Smart Sheets**.

7. CSC finalizes registration
→ The CSC will **approve the registration application** and **update information** for processing.

Reminders

- Only provide the waive code after confirming the family qualifies for subsidy.
- Upload contracts promptly to prevent billing delays.
- Contact the CSC team with any questions.