

February 14<sup>th</sup>, 2019

Dear Dhawal,

There are many great qualities about TUIO, so where do I start? Each parent has their own account, so all their invoices are readily available for viewing and printing, and as time goes on, more and more families are opting to pay their invoices online. The amount of cheques has significantly decreased, and we are finding this is a great way for families to prepare for when the banks phase out cheques completely.

From the perspective of the person who takes care of the billing, this program offers a lot of convenience. Unlike our last billing system, one of my favourite features is that parents can choose their method of payment and TUIO automatically adjusts the invoices to reflect the service fees. Another great feature is that I can prepare invoices with a scheduled billing date, allowing parents to enter their payment information before the amount is set to be withdrawn.

We got on board with TUIO just over a year ago now. As with any new program, there was a lot to learn but Lelian was great and helped us out every step of the way. Communication was amazing; any issues or questions were dealt with within a 24-hour period, and this continues to be the case. TUIO listens to what we think would help make their program more convenient for us and they take it back to their team to see what they can do. Their customer service continues to be consistently present. I really appreciate that they take our feedback and make updates so we can offer a great, easy to use product to our families.

We look forward to continuing to work with TUIO.

Sincerely,



Lorelei Poulin  
School Secretary