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To whom it may concern,

My wife and I are the Directors of 4 childcare centre locations in BC and we have been working with TUIO for 2 years . I am very pleased with the software overall, everything has been working well for us. It has streamlined our payment and billing process like we couldn't imagine. In fact, we like TUIO so much we signed up for a 3-year contract during the last contract renewal period.

Prior to implementing TUIO we were accepting cheques and PAD. This was a lot of work for us to cash the cheques every month. Sometimes the cheques would bounce and we would have to follow up with parents. With automated payments through TUIO, we no longer spend time collecting payments. If there are any failed payments, TUIO resolves it directly with the families! Parents don't have to write cheques, we don't have to cash them - it's a win-win situation!

A few features that have been beneficial for us have been the partial refund and tax receipts. As a daycare operator we need to use the partial refund option relatively often and it has been extremely useful. Prior to using TUIO, tax receipts at the end of the year were a time consuming hassle. Now, conveniently, with the click of a button I am able to send a tax receipt to parents!

Time savings factor has been huge since we started using TUIO. The ability to keep track of the payments has made administration work much easier to manage.

As if all of this was not enough - the product is always evolving to meet our needs. Lelian and Oren are always open to hear suggestions on what we would like to see in the product and it feels like my feedback is prioritized.

Whenever we need any help, the support team is always quick to respond within 24 hours if not much sooner, and any questions or problems are sorted out right away. Our parents can also take advantage of the TUIO support and are very pleased with the response time. Ultimately they enjoy using the software and they have developed a lot of confidence in the product. Parents love the ability to gain Air Miles by having the option to use their credit card on TUIO to make payments.

At all of our locations we have trained our staff to work on TUIO and it has been really easy for the staff to pick up. It is user-friendly for both parents and administrators.

If you are thinking about signing up with TUIO, do not hesitate! The overall performance is great, I cannot stress it enough. We are very happy with their responsiveness, willingness to take suggestions and constantly improving the product for us.

Sincerely,

James Teng


James Teng (Dec 26, 2020 11:57 PST)