



ROUTINES FOR PARENT PAYMENT

Direct debit and e-invoice

We recommend that you set up an direct debit or e Invoice agreement with Nord studentsamskipnad (Studentinord) in your online bank. That makes it easier to handle the parent payment bills.

With direct debit the amount for parent payment will drawn automatically from your account every month. You can receive notifications from the bank before each due date. Yyou do not have to remember the due dates, or to enter the customer ID-number (KID-nummer) manually for each payment. It is easy to set up, and to cancel, a direct debit agreement in your online bank.

With e-invoice you also get the invoice directly to your online bank, but you have to manually confirm the invoices in your online bank within the due date. You can receive a notification from your bank when a new e-invoice is ready for handling.

Those of you who live in one of Studentnord's student homes will find the e-invoice at "My page" – the same place as you find your housing invoices.

Look for «Nord studentsamskipnad» in your online bank. Please follow the guidelines in your bank for how to set up a direct debit or e-invoice agreement. Most online banks wil automatically suggest direct debit or e-invoice when you pay a bill. «Nord studentsamskipnad» is the name of the sender of the kindergarten invoices. Please make sure that you set up the direct debit or e-invoice agreement with the correct organisation.

Studentinord recommends direct debit or e-invoice. Please note that if you still prefer invoice per email or paper an invoice fee of NOK 50,- applies.

The due date for the parent payment is the 20th each month.

Routines for reminders and debt collection

The routines for **reminders** and **debt collection** are as follows: If a payment has not been received 2,5 to 3 weeks after the due date the invoice will be handled by the debt colection firm Visma Financial Solutions. Visma will add interest rates running from the due date in addition to a reminder fee of NOK 70,- Visma will send a reminder + a notification of debt collection. If the payment has not been settled within 17 days after the notification of debt collection has been sent from Visma, the invoice will og to debt collection.

After the parent payment has been sent to Visma for further handling, all communication regarding the payment will be between the parents and Visma.

After two unpaid debt collection invoices the kindergarten manager will call for a meeting with the respective parents.

At Studentinord, **Anne Barstad** (anne.mari.barstad@studentinord.no / tel. (+47) 901 37 118), distributes the invoices for the kindergartens in Levanger, and **Lisbeth V. Thomassen** (lisbeth.thomassen@studentinord.no / tel. (+47) 901 08 343), distributes the invoices for Studentongan Kindergarten in Bodø and Steinkjer Student Kindergarten. If you should have challenges paying an invoice on time it is important thatthat you contact Anne or Lisbeth to try to find a solution.

Studentinord will communicate with the parent who has sign the declaration of consent when we send out invoices and information about parent payment, also after a breakup/divorce.

If you are going to apply for reduced payment, please remember to do this as soon as possible. You can get information about how to apply from your municipality or your kindergarten.