



Frequently Asked Questions - Affiliations

Please Note: The maintenance of your certification is your responsibility and not your organizations responsibility because the certification will follow you if you leave the organization. The organization can be your fiscal agent and pay for the subscription but it's your responsibility to log on to the portal every year, go to MY PROFILE > RENEW and follow the instructions to place a renewal order. You will be required to agree to the ethical agreement and to complete the question regarding professional development hours. If you need help, log on to the portal and hit the 'contact us' button.

If you do not remain current in your subscription and the lapse is one year or more, you will be required to re-take Foundational and Model training.

Q: *What's the benefit of maintaining our Parents as Teachers affiliate status?*

A: You'll continue to have full access to all Parents as Teachers high-quality, research-based curricula, products and resources both online and printed. This includes: technical and individualized support from Parents as Teachers national and state staff; discounts on program-related products, training and the annual conference; use of the Parents as Teachers name and logo; and connections to networks of parent educators and learning communities, to strengthen personal and professional development. The Parents as Teachers affiliate designation helps you meet funders' requirements to be part of an evidence-based model program that is one of the largest home visiting models in the country.

Q: *The annual cycle for a Model Certified Parent Educator subscription is October 1 – September 30, but mine (or a Parent Educator I supervise) expires before September 30. What do I do?*

A: You will need to pay a pro-rated amount of \$12.50 per month to get you on the subscription cycle of October 1- September 30. For example: If your end date is August 1, you will pay \$25.00 (2 X \$12.50) to take you to September 30. This will synchronize you with the payment cycle. You will then receive a notice to pay for the full year's annual subscription of \$150.00 to cover you for the period of October 1, to September 30.

Q: *How do I know if I have a prorated amount due for renewal?*

A: If you are a newly trained Model certified parent educator and your subscription does not end on September 30, you will owe a prorated amount to get you to this date. (the amount is \$12.50 a month).

Q: *When and how will I be notified that my subscription is due?*

A: Everyone eligible to renew will be sent an email notice 45 days before their renewal is due to their email address that the national office has on file. **Please Note:** It is important to keep your email address up to date in our system. Log into the portal, go to my profile> view/edit to update your email address.

Q: *I have already renewed my subscription but I continue to get these notices that I need to renew. Why?*



A: If you completed your renewal online and chose the purchase order (PO) option, you must fax your original PO into the accounting office in order for your renewal to be completed. Until then, your order is stuck in “quotation” status and after 45 days it will be cancelled. The fax number is 314-403-7670.

Q: What is the best way to get my Purchase Order to the accounting department?

A: A customer can scan/email their purchase order to accountsreceivable@parentsasteachers.org, or fax to (314) 403-7670. FYI, the accounting office does not always receive the faxes.

Remember, a purchase order is not a payment, but it’s a document that is sent in as a promise to pay.

A **Purchase Order** should have the below information on it:

- Company Name
- Bill to Address, City, State, Zip
- Confirmation Order number(s)
- Total amount of P.O. should equal total amount of order(s)
- Signature for approval to purchase

Q: I have completed and paid for my order but need a receipt. How can I print the invoice?

A: To Print a Paid invoice for Credit Card Receipt/Order Confirmation:

- Log into portal at www.parentsasteachers.org
- Go to “My Profile”
- Go to “Order History”
- Click on your Order number and it will automatically open up
- Scroll down to you see a Green Tab that says “Print this Invoice”

Q: *How do I know if my renewal order has been completed?*

A: If you have completed your order online you will receive a 6 digit order number at the end of the order.

Q: *How may I pay for my renewal?*

A: You may pay with either a Visa or a Master Card or a purchase order (PO). If paying with a purchase order, make sure to send the original PO into the accounting office containing your 6 digit order number on the PO.

Q: *My organization and my parent educators are Curriculum Subscribers (approved users). Do we have to pay a pro-rated amount?*

A: No. Approved Users (Subscribers) are not tied to the October 1 renewal cycle.



Q: I had a parent educator complete her renewal for the upcoming program year but has left. Can I get a refund for the renewal order that was paid for or can I transfer the renewal?

A:

- Renewal cancellations prior to the first day of the new subscription will be fully refunded if Parents as Teachers has been notified before the start of a new subscription cycle.
- Failure to notify Parents as Teachers of a subscription cancellation before the start of a new subscription will result in the forfeiture of the renewal payment. The subscription follows the Parent Educator and programs are encouraged to have a business process in place regarding renewals and training fees.
- Parents as Teachers reserves the right to cancel orders that are due to unforeseen circumstances and are based on a case by case basis.

Q: *When will I be notified that our annual affiliation subscription is due?*

A: You can complete your affiliate renewal as soon as your Affiliate Performance Report (APR) has been completed. If you do not renew your affiliate subscription then, you will receive a reminder notice and you can complete the process through the eBusiness Portal (Administrator Tab).

Q: *Since my affiliate is on their own cycle, will it ever get on the same cycle of October 1-September 30?*

A: No. Affiliates that that joined the PAT family starting July 1, 2013 will have an affiliation cycle on the anniversary of their joined date with PAT. You will always be on your own cycle.

Q: *I am a new affiliate – doesn't my first year affiliate fee cover my first year of prorated renewals for my parent educators?*

A: Yes. We will take care of your partial renewals for your model certified individuals.

Q: *Is there cap still in place for model affiliates?*

A: Yes. Affiliates with a paid affiliate subscription and with more than 17 parent educators still pay the certification renewal for the first 17. The cap is only for model certified parent educators that are on cycle.

***PLEASE NOTE:** Large consolidations that have more than 25 Model Certified parent educators qualify for the cap 25. Same rules apply as cap 17.

Q: *Does the Cap of 17 cover the new Foundational 2 (FND2) renewal fee of \$40.00?*

A: No. For those that qualify to renew their FND2, the cap of 17 does not apply.

Q: *I only want to renew the FND2 curriculum because I only serve children from 3 through kindergarten. Can I do that?*



A: No. You will have to renew your model certified subscription or your approved user (subscriber) subscription first before renewing the FND2 subscription.

Q: Does our Affiliate fee cover a data management system?

A: Yes. Your affiliate fee covers a data management system called, Penelope. This web-based data management system is an important tool for documenting your work with families and collecting useful information for program and grant reporting. If you use another record keeping system, there is no adjustment in the affiliate fee. Please let the national office know if you are interested in using this benefit for the first time.

Q: *I followed the steps and completed my renewal online (model or curriculum subscriber) however, I did not receive notification that my payment went through. Will I receive a notice that it has been completed?*

A: Unfortunately, no. there is no way for us to contact each individual that renews, however you can have your supervisor check for you to make sure your renewal has been updated. If she logs into the portal and goes to my tools>affiliate administrator>then employees, she will see the names of her staff listed along with their member type and their dues paid through.

Q: Can I print an invoice for a renewal order that I placed?

A: Yes. Log into the portal, go to order history and click on the order you would like to print.

Q: I used to receive a renewal certificate after I renewed my certification. Can I still obtain one of these?

A: Yes. Log into the portal go to My Profile and select Printable Certificates. From there you can click on the certificate you would like to print.