

# TOOTRiS Child Care Frequently Asked Questions



The purpose of the Child Care Assistance Program ("Program") is to provide assistance for eligible partners with qualifying Child Care for verified dependents, up to age 13. Schreiber will pay 50%, up to \$1,000, of qualifying Child Care services each month per eligible partner/household with an annual limit of \$5,000. Charges for registration, late fees or other one-time expenses are excluded from the Program.

## Eligibility

Eligible partners must be employed by Schreiber to participate in the Program. Partners' annual salary must be below \$100,000 or their hourly rate must be less than \$48.08 to be eligible. To receive assistance for Child Care payments through Schreiber, your enrollment or reimbursement must be processed through TOOTRiS. Upon the partner's separation from employment with Schreiber, they will be fully liable for all Child Care payments.

## Schreiber Partners with TOOTRiS to Manage the Child Care Assistance Program

TOOTRiS is a service that helps eligible Schreiber partners locate Child Care, process subsidized Child Care enrollment fees and Child Care payments. There are three (3) types of providers within the TOOTRiS' network:

- **Licensed Child Care Providers:** Active in-home or center-based providers that are licensed by the state to offer care to children. Qualifying Child Care schedules are full-time, part-time and drop-in care.
- **Dedicated TOOTRiS Providers:** Single family providers that support your child(ren) only at their home or at yours.
- **Before/After School Providers:** License-exempt programs that only support school-aged children, including winter/summer camps.

This Program is for Child Care and Before/Afterschool care assistance, and not to be used for full-time school aged tuition or private schooling.

To create your TOOTRiS account, register at [tootris.com/schreiber-foods](https://tootris.com/schreiber-foods). Once you have created your account, you can search for and identify the right provider for you and your family. If you are using, or want to use, a provider that is not part of the TOOTRiS network, you may submit the request to [schreiberfoods@tootris.com](mailto:schreiberfoods@tootris.com) or call (866) 341-6363. These requests are reviewed on a case-by-case basis with no guarantee that your provider will be qualified or accepted as part of the TOOTRiS' provider network. Upon enrollment, should you qualify and have an available assistance balance, that

portion will be automatically removed at the time of billing. If part, or all, of your assistance has been exhausted, you will be responsible for all remaining Child Care payments.

If you leave Schreiber as a partner, or your dependent(s) age goes beyond the limits set within this Program, you become ineligible but may convert your Schreiber-provided TOOTRiS account to an individual membership for a fee. You will preserve your existing enrollment(s) but lose the Schreiber assistance.

## **Introduction and Eligibility**

- **What does TOOTRiS do?**

- TOOTRiS offers two services through their platform:
  - Parents can utilize TOOTRiS to find and secure childcare around the clock based on their real-time location, scheduling, and budgetary requirements.
  - TOOTRiS administers an employer subsidy towards your annual childcare expenses.

- **What is employer-sponsored Child Care?**

- Employer-sponsored Child Care is when a business provides help, resources, and financial assistance (optionally) to their employees to assist in locating and paying for Child Care.

- **What type of care providers does TOOTRiS offer?**

- Full time and part time Child Care via in-home and center-based providers, before/after school, summer camps and more.

- **How does TOOTRiS help secure Child Care for Schreiber partners?**

- TOOTRiS partners with quality providers to support priority enrollment for employer sponsored programs.

- **Who is eligible to utilize TOOTRiS?**

- Care Finder: All partners who are employed at Schreiber Foods will have access to the TOOTRiS care finder feature. This feature allows partners to search for local daycares, see daycare availability, view location pictures, and contact the daycare director.
- Childcare Subsidy: The TOOTRiS subsidy is available to non-union partners who earn an annual base salary less than \$100,000 or who earn less than \$48.08 per hour and who enroll a verified dependent aged 12 or younger in the TOOTRiS plan in Workday.

- **How much will the Company contribute to my childcare expenses?**

- Schreiber will subsidize 50% of monthly childcare costs up to \$1,000/month with a \$5,000 annual cap.

- **What is needed to utilize this benefit?**

- Partners must enroll in the benefit during open enrollment to access the contribution benefit. They must have a verified, eligible dependent child aged 12 or younger enrolled in TOOTRiS in Workday. Ongoing enrollments allowed for new hires or due to qualified life events, like birth or marriage.
- Partners are required to have a valid email address in Workday and a computer with the latest Google Chrome or Microsoft Edge browser with internet connection. Once your account is set up, you can download the TOOTRiS app on your cell phone or tablet. For the TOOTRiS Parent App, download the app with the white icon.

- **Can both my spouse and I use the benefit if we both work at Schreiber?**

- Only one Schreiber partner per family is eligible to receive the contribution benefit. If both partners use this benefit, it may result in tax penalties, which should be reviewed with a qualified tax advisor.

- **What happens when my child turns 13 and is no longer eligible?**

- If a partner has no other children enrolled in the TOOTRiS benefit in Workday, the partner will lose access to the contribution benefit effective the child's 13th birthday. Partners will continue to be able to pay their provider through TOOTRiS but will no longer have access to the Schreiber contribution benefit. The partner will continue to have access to the care finder feature.

## Getting Started

- **How do I enroll in TOOTRiS?**

- Care Finder: All partners will automatically be enrolled in the TOOTRiS care finder services. No action is needed.
- Childcare Subsidy: Eligible partners can enroll in TOOTRiS during Open Enrollment, new hire events, or during a qualified life event. If you do not enroll during Open Enrollment, you will need a qualified life event to enroll in the contribution benefit later. Note: Partners are encouraged to enroll in the benefit if they think they may want to utilize the subsidy at any time in the future. Electing the benefit will ensure you have access at the time the subsidy may be needed.
  - Upon enrollment, if your dependent is not verified in Workday, you will need to verify your dependent following the [dependent verification process](#).
  - There is no penalty for enrolling in the benefit and not using it.

- **I'm already enrolled with a Child Care provider. Can I add this enrollment to my TOOTRiS account, so I can receive my employer-sponsored care financial benefits?**

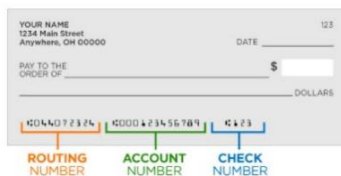
- Yes, there are three ways to accomplish this:
  - If your Child Care provider is in TOOTRiS and accepting enrollments, visit your provider's page, click on the **Enroll Now** button, and choose the second option, "**My child is already enrolled**". Then, follow the instructions on the screen to replicate your current schedule and pricing setup of your current Child Care program.
  - If your Child Care provider is in TOOTRiS but does not have an **Enroll Now** button visible on their provider page, we'll need to connect with them. Please email us at [schreiberfoods@tootris.com](mailto:schreiberfoods@tootris.com) or call (866) 341-6363, and we'll be happy to assist you.
  - If your Child Care provider is not in TOOTRiS, please complete their provider referral form here <https://go.tootris.com/refer-your-provider> and they will reach out to the provider and add them to TOOTRiS as soon as possible. This process may take a few business days to complete.

- **How do I log in or reset my password?**

- Go to <https://tootris.com/schreiber-foods> and fill in your information to get started.

- Your Employee ID is your **6-digit Workday ID**. This can be found in your Workday Profile or on the top of your Payslip. To reset your password, click “Forgot password?” link and follow the prompts
- **I’ve logged into TOOTRiS, but I can’t find my employee benefits.**
  - If you can’t see your active benefits under “**Employee Benefits**” while logged into TOOTRiS, please email [schreiberfoods@tootris.com](mailto:schreiberfoods@tootris.com) or call (866) 341-6363 so they can verify your benefits.
- **How do I find a childcare provider near me?**
  - In the Location field, type in where you are looking for childcare centers by selecting the city or zip code from the drop-down list. From here you can browse childcare facilities on the right or use advanced search options to narrow down your results.
- **Do I have to use the TOOTRiS platform to receive the subsidy?**
  - Yes, to be eligible for the subsidy, you will need to utilize the TOOTRiS platform.
- **Does my childcare provider need to use the TOOTRiS platform?**
  - Yes, your childcare provider will need to use the TOOTRiS platform to be an eligible provider for the subsidy benefit. Note: Childcare providers can be added to the TOOTRiS platform if they are not currently using TOOTRiS.
- **Does TOOTRiS provide dedicated Child Care, such as a single-family babysitter or nanny?**
  - Yes! TOOTRiS would be happy to set up a dedicated care provider for your family. Please email [schreiberfoods@tootris.com](mailto:schreiberfoods@tootris.com) or call (866) 341-6363 and they will find the perfect dedicated care provider for you.
- **Can I enroll my child into multiple programs?**
  - Absolutely. TOOTRiS is a universal enrollment platform, and your child or children can be enrolled in multiple programs, simultaneously or concurrently.
- **How do I add my daycare provider to the TOOTRiS network?**
  - If your Child Care provider is not in TOOTRiS, please complete the provider referral form here <https://go.tootris.com/refer-your-provider> and they will reach out to the provider and add them to TOOTRiS as soon as possible. This process may take a few business days to complete. Note: All providers will be required to complete a free background check prior to being added to the system.
- **Can I continue to pay for my childcare separately?**
  - No, all payments must be processed through the TOOTRiS portal. TOOTRiS automatically tracks the balances of the employer subsidy to the penny, debiting only what is not covered by the employer. This simplifies the process, so partners do not need to figure out what is owed every time a payment is made on their behalf from the employer.
- **Can I use other subsidies in addition or in replacement of my employer subsidy?**
  - Of course. When your enrollment is in TOOTRiS, you can still apply your 3rd party subsidies in addition to the Schreiber employer-sponsored program.
- **What payment method will I be able to set up in TOOTRiS?**

- TOOTRiS accepts ACH payment (through banking account) and credit card. **Note: If partners decide to use a credit card as their method of payment, they will be subject to a 3% processing fee.**
- **Will Partners see any fees?**
  - Only if they pay out of pocket using a credit card. Payments made via ACH remain fee-free. **Note:** TOOTRiS only accepts credit cards in their platform. If you choose to enter a debit card and have it run as credit, it will be subject to the 3% processing fee.
- **What is the Child Care Benefit Administration Fee?**
  - All TOOTRiS Provider Enrollment Fees include a 3% administration fee, which is covered by Schreiber Foods — not by Partners.
- **How do I find the routing number to set up ACH payment?**
  - A bank routing number is a nine-digit code that is based on the location of the bank where your account was first opened. It is also the first set of numbers printed on the bottom of your checks, on the left side.



- **Can I use the TOOTRiS subsidy for summer camp?**
  - The subsidy can be used for childcare including preschool, nursery school, before and after school care and summer day camp. Note: All providers must be added to the TOOTRiS portal prior to being eligible for the subsidy.

## Workday Administration

- **How do I verify my child in Workday?**
  - Partners must verify their dependents within 30 days for a new hire or life event. Your event date or date of hire is day 1 of the 30. If partners are adding a new dependent during open enrollment, they should check the Open Enrollment Newsletter or inquire with local HR for the child verification deadline. For questions regarding the type of verification process, visit the [Total Rewards Website](#) for additional information.
- **How do I add a personal email in Workday?**
  - TOOTRiS requires a valid email address on file in Workday to email you the registration link. Partners enrolling in Tootris will want to update Workday with current email information prior to enrollment.

## Providers

- **Can I use the benefit to pay a private school for pre-k services?**
  - Yes. Tootris will reimburse any providers that are registered in the Tootris system. If your provider is not currently in the Tootris system, see FAQ question above "How do I add my daycare provider to the TOOTRiS network?"
- **Can I use TOOTRiS to pay an older sibling to watch a younger sibling?**
  - No. TOOTRiS cannot be used to pay a sibling for watching a younger sibling.

- **Can I use the contribution benefit to pay my spouse for watching our child?**
  - No. The contribution benefit cannot be used to reimburse a spouse.
- **What is the age requirement to be a caregiver in TOOTRiS?**
  - TOOTRiS requires a caregiver to be any adult 18 or over.
- **Will my caregiver be provided tax documents at the end of the year?**
  - Yes, caregivers will be given tax documents upon reaching certain contribution thresholds to assist with filing each year.

## Miscellaneous

- **Will I be taxed on this benefit?**
  - The subsidy is 100% employer contribution provided on a pretax basis.
- **Will this impact my paycheck?**
  - No, there are no deductions from your paycheck for TOOTRiS. The partner subsidy is applied when you register at [tootris.com/schreiber-foods](https://tootris.com/schreiber-foods).
- **Will I see the employer contribution on my W2?**
  - Yes, partners will see the employer contribution in Box 10 of their W2.
- **Can I still contribute to the DCFSA through Schreiber while utilizing TOOTRiS?**
  - No, a DCFSA is not offered by Schreiber.
- **Can my spouse contribute to a DCFSA while I am utilizing TOOTRiS?**
  - There is an IRS limit on tax-free dependent dollars. We suggest you consult your tax advisor before engaging in both programs to verify the best available options for you and your family.
- **Can I use the subsidy if my ex-spouse is paying for daycare?**
  - Partners are required to enter banking information in TOOTRiS. It is up to each partner to enter the banking information of their choosing at the time of setting up their account.
- **What happens if I utilize all \$5,000 before the calendar year is done?**
  - Partners are eligible for up to \$5,000 annually to help with the cost of childcare. If partners reach the \$5,000 maximum prior to 12/31, the subsidy will end for the calendar year and payments will continue to be processed within TOOTRiS without an employer subsidy. Partners will need to re-enroll in TOOTRiS during Open Enrollment to be eligible for the subsidy beginning 1/1 of the following calendar year.
- **What happens if I terminate employment with Schreiber?**
  - Your subsidy will end at termination.
- **Why is Schreiber providing this benefit?**
  - We know finding care can be difficult and expensive, and we believe this new option will benefit everyone in terms of attracting more qualified candidates and providing more consistent scheduling for partners.
- **I have a question that isn't answered here, where can I get help?**

- Please use the TOOTRiS Online Knowledge Base here <https://help.tootris.com/> or speak to one of the enrollment specialists by emailing [schreiberfoods@tootris.com](mailto:schreiberfoods@tootris.com) or calling (866) 341-6363, 7 days a week.