

## General Information – FAQ's

Blackbaud - Smart Tuition provides tuition management services for schools. Services for parents include online account access, tuition and fees invoicing, payment processing, and customer care.

### Whom should I contact if I have questions regarding my bill?

Our Parent Contact Center is available to help you at (888) 868-8828. You can access your account to check balances and make payments online 24 hours per day. Our Parent Contact Center team is able to:

- Provide you with balance and account information
- Take a payment or update your payment information
- Review your payment history
- Update your personal and contact information
- Provide or change your online username and password
- Address concerns regarding your account

### What can I do once I have logged into my Smart Tuition account online?

On our parent website you can do the following:

- Make a payment
- Review payment history
- Change/edit your payment information
- Update your personal information
- View and print invoices (if you are not on automatic debit)
- See an itemized breakdown of tuition, fees and discounts billed to your account

### What credit cards does Smart Tuition accept?

Depending upon your state and school policy, Smart can accept VISA™, MasterCard™, American Express™ and Discover™ credit and debit cards. Please note that a convenience fee may apply. You can use your credit card to make monthly recurring payments. VISA Checkout™ virtual wallet is also available.

### Can I pay by check?

If you would like to use your checking account to pay, you can do this by mailing a check, making a one-time payment online, calling in a payment by phone, or by setting up automatic monthly payments directly from your checking or savings account. If you are mailing a check, please mail it to Smart Tuition at PO BOX 11731, Newark, NJ 07101-4731 OR to Smart Tuition at PO BOX 54228, Los Angeles, CA 90054-0228. Please remember to include your Smart Family ID.

### Can I pay using my bank's online bill pay service?

Yes, you can utilize your bank's online bill pay service to send payments to Smart Tuition. **Please note:** Online bill pay might not electronically transfer funds to Smart Tuition; instead, your bank may mail a paper check to us. We advise you to set up your online bill pay to occur at least 7-10 days prior to your due date to ensure the check is received and processed by your scheduled due date.

### **Why is my monthly amount different each month?**

Your total due may change month to month due to fees, discounts, and adjustments that have been made by your school.

### **What if I think an amount on my bill is incorrect?**

If you disagree with any of the amounts on your bill, you can contact our Parent Contact Center. We will contact the school on your behalf to clarify the amount due. Smart Tuition is not authorized to modify the amount of tuition due or to arrange for alternative payment plans without your school's approval.

### **My tuition is due in two days. What is the quickest way to make a payment?**

Smart Tuition offers two immediate payment options including:

- Pay online at <https://parent.smarttuition.com>
- Pay over the phone by calling (888) 868-8828

Note: Payments made by phone and web are posted the same day they are received.

### **What is my school's late payment policy?**

Payments are due on or before your due date. There is no grace period. If your payment is not made by your due date, or you are carrying an outstanding balance, a Follow Up Service Fee may apply. Smart Tuition will remind you of your upcoming payment to help you pay on time. We will also advise you when you have missed a payment to help you avoid any future fees.

### **Are there bank fees associated with payments that are not successful?**

A fee of \$30 will be applied to your account for any failed payment processed via auto-debit, phone, web or failed check payments. Your bank may also impose additional fees.

### **How can I setup new banking information to pay automatically each month?**

Changes to banking information MUST be made at least three business days before your next scheduled debit. You can update your banking or recurring credit/debit card information by logging in to your account at [parent.smarttuition.com](https://parent.smarttuition.com) or you can call us directly at (888) 868-8828.

### **Is there a way I can update my username and password?**

You can update your password directly from your Smart Tuition account at [parent.smarttuition.com](https://parent.smarttuition.com). Or you can call us at (888) 868-8828 and a representative will be able to update your user name and password.

**If you have any questions or concerns, contact us at [info@smarttuition.com](mailto:info@smarttuition.com).**

**Thanks for being a Smart Tuition Customer!**