

General Information – FAQ's

The Marvelwood School partners with Smart Tuition to make the payment process more convenient for our families. Services include online account access, tuition and fees invoicing, payment processing, and 24-hour customer service. More information about tuition payment options for Marvelwood families is on the [‘Tuition and Fee’](#) list.

Who should I contact if I have questions regarding my bill?

The Smart Tuition Parent Help Center is available 24 hours a day: (888) 868-8828. Families can access their accounts to check balances and make payments. Help Center Specialists can:

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

What credit cards does Smart Tuition accept?

Smart Tuition accepts *Visa*, *MasterCard*, *American Express* and *Discover* credit and debit cards. Please note that a 2.85% convenience fee will 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.

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. However, there are a few things to note regarding online bill pay. Online bill pay might not electronically transfer funds to Smart Tuition. Your bank may mail a paper check. We advise you to set up your online bill pay to occur at least 7 days prior to your due date to ensure the check is received by Smart Tuition and processed by your scheduled due date.

Why is my account balance different from month to month?

Your total due may change from month to month due to fees, discounts, and adjustments that have been made by the 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 the Smart Tuition Parent Help Center. Smart Tuition will contact Marvelwood 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 the School's approval.

I just realized my tuition is due in less than two days. What is the quickest way to make a payment?

Smart Tuition offers two immediate payment options:

- Pay online at <https://parent.smarttuition.com>
- Pay over the phone 24/7, 365 days a week, by calling (888) 868-8828

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

What is Marvelwood'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 \$40 follow-up service fee will apply. Smart Tuition will remind you of your upcoming payment to help you pay on time, and 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 or you can call Smart Tuition directly at (888) 868-8828.

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

On the Smart Tuition 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

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. Or you can call Smart Tuition: (888) 868-8828, and a representative will be able to update your username and password.

Thank you for using Smart Tuition. If you have any questions or concerns, please contact the [Marvelwood Business Office](#) or [Smart Tuition](#).