

## Tuition Payment Procedure

Blackbaud Tuition Management (formerly Smart Tuition) is The Windward School's tuition payment processor. You can access your account, pay your bill, and get help with your account from anywhere in the world, 24 hours a day.

After you submit the electronic Enrollment Contract, you will receive an email from Blackbaud Tuition Management with instructions on how to log in to your Windward Blackbaud Tuition Management account.

### Blackbaud Tuition Management FAQ

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

On the parent/guardian 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

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

The Blackbaud Tuition Management 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. The 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 payment method does Blackbaud Tuition Management accept?

Blackbaud Tuition Management can accept VISA™, MasterCard™, American Express™ and Discover™ credit and debit cards. Please note that a credit/debit card usage fee will apply.

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 Blackbaud Tuition Management. **Please note:** Online bill pay might not electronically transfer funds to Blackbaud Tuition Management; 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.

#### Do I have to give Blackbaud Tuition Management my financial information?

No, you will only provide your contact information for billing purposes and have the option to choose the frequency and method of payment you wish to use. You will only provide your financial information if you wish to set up direct debit from your bank account. Blackbaud Tuition Management completes a voluntary SSAE16 Audit to assure proper handling of information. They transmit data using 256-bit encryption and follow the FTC's Red Flag Rules. They are PCI-DSS compliant. So, your funds are secure and insured.

#### **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 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 Blackbaud Tuition Management Parent Contact Center. They will contact the school on your behalf to clarify the amount due. Blackbaud Tuition Management 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. If your payment is not made by your due date, or you are carrying an outstanding tuition balance, a Follow Up Service Fee may apply. Blackbaud Tuition Management will remind you of your upcoming payment to help you pay on time. They 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. At this point you should get in touch with Blackbaud Tuition Management to make a payment or, if necessary, update your information. Please be aware that Blackbaud Tuition Management will try to process the payment again 10 days after the first attempt.

#### **How can I set up 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 into your account at <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 Blackbaud Tuition Management account at <https://parent.smarttuition.com>. Or you can call us at (888) 868-8828 and a representative will be able to update your username and password.

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