



## Frequently Asked Questions

### How do I get billed?

If an automatic debit from a checking, savings, or credit card account has been selected, you will receive a welcome letter at the beginning of the school year and a reminder email each month. These emails are sent approximately 10 days before your scheduled due date and will contain the debit amount. Your complete billing information will be available online. It is NOT shared with the school or any third party vendors.

### When do I pay?

The school will accept payments on the 5<sup>th</sup>, 20<sup>th</sup>, and 31<sup>st</sup> of every month for auto debit/credit card payers.

### How do I pay?

Automatic debits (aka – ACH) are made from your checking or savings account or your credit or debit card. Mastercard, Visa, Discover, or American Express cards are accepted; however, **a 2.65% convenience fee will be assessed to the payer for all credit card transactions.**

A payment can be made through the Blackbaud secure website.

A payment can be made over the phone by calling Blackbaud's toll free Parent Support Center line at 888-868-8828.

### Can I switch my payment method?

Your payment method change can be requested by contacting Blackbaud's Parent Support Center at 888-868-8828, the school's business office, or on Blackbaud's secure website. **A minimum of three business days' notice** is required to make changes or updates to your payment method.

### What happens if there is a late payment?

Blackbaud will contact the primary account holder by telephone and email if a payment is not received in full by the due date selected. A \$40 fee may be assessed to your account if it is not made current and/or received by your due date.

### What happens if a payment fails?

In the event that your payment fails, a \$30 bank fee will be posted to your account. Failed payments are automatically re-attempted 10 days later. If the re-attempt fails, another \$30 fail fee will be assessed.

### How do I access my account information?

You may access your account anytime at Blackbaud's website, <https://parent.blackbaud.school/> Once your account is established, you will receive your unique username and password by mail. You can also change your password as well as view all activity and personal information online.

### Who do I call if I have a question about my account?

If you have any questions regarding your account activity or are in need of assistance, contact the Blackbaud Parent Support Center 24 hours a day, 7 days a week, 365 days a year at 888-868-8828.