General Information – Frequently Asked Questions

**Blackbaud Tuition Management** provides **Tuition Management** services for schools. ASH offers direct single sign-on to Blackbaud Tuition Management from the Resources board in Sacred Heart’s Parent Portal/myschoolapp (MSA).

To access, click the <Login> button on [www.ashrosary.org](http://www.ashrosary.org)

Or direct link here > [https://ashrosary.myschoolapp.com/](https://ashrosary.myschoolapp.com/)

1. **What email addresses should I add to my safe sender or safe contacts list?**
   - customerservicemessages@blackbaud.school
   - customerservice@blackbaud.school

2. **What is my Family ID and where can I find it?**

   Your Family ID is a 13-digit, account-specific identification number for every school-specific account, which is updated annually each school year. It can be found on any written communication sent from **Blackbaud Tuition Management** or on your online account. Please be sure to include your Family ID on any payments sent to **Blackbaud Tuition Management** to ensure they are applied to the appropriate account.

3. **What can I do once I have logged into my Blackbaud Tuition Management account online?**

   On our parent website you can do the following:
   - Make a Payment
   - Stop/Resume automatic debit payments
   - Review payment history
   - Change/edit your payment information
   - Update your personal information
   - View and print invoices, Family Tuition Statements, and Year End Statements for tax purposes
   - See an itemized breakdown of tuition, fees, and discounts billed to your account

4. **How do I update my personal information, including my address, telephone number, email address, password, or payment information?**

   Log in to your online account and select **My Profile** at the top of your screen. Select **Update** and choose the section you wish to change from the drop-down options.
5. How do I change or add a primary or secondary account holder?

Only parents or responsible parties who are named on the account will be provided any specific information about the account for security purposes. If you are the primary account holder and wish to add, change, or update the secondary account holder, please contact your school.

6. 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.

7. Who do I contact if I have a question regarding why a fee or billing item is on my account?

Please contact your school’s business office, as Blackbaud Tuition Management is only provided the name and amount of a charge or discount.

8. 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. 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.

9. What is the quickest way to make a payment?

Blackbaud Tuition Management offers two options for paying by checking account, savings, debit, or credit card:

- Pay online at parent.blackbaud.school
- Pay over the phone through the automated system or with a live representative at (888) 868-8828

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

10. What credit cards does Blackbaud Tuition Management accept?

Depending on your state and school policy, Blackbaud Tuition Management can accept VISA™, MasterCard™, American Express™ and Discover™ credit and debit cards. Please note that a credit/debit card usage fee may apply. You can use your credit card to make monthly recurring payments. VISA Checkout™ virtual wallet is also available.
11. Does Blackbaud Tuition Management charge a credit card processing fee?

A 2.65% usage fee is charged on credit and debit card payments, but this may vary due to state regulations and school settings.

12. How can I set up automatic payments?

You can schedule automatic payments from your bank account or credit/debit card by logging into your account and selecting My Profile at the top of your screen. Open the Payment Information tab and select Update to enter your information. You must complete all 3 steps to initiate automatic payments.

If your automatic payment is set up fewer than 3 business days before your due date, your first payment may not be pulled automatically. In this case, you will still be responsible to make a manual payment before your due date. Please read the terms and conditions carefully as fees may apply.

13. How do I stop my automatic payments?

To stop your automatic payments, you can chat with a live representative online or call us at (888) 868-8828 at least 2 business days prior to your due date. Payments are unable to be stopped fewer than 2 business days prior to your due date as it will go into process 1 business day prior to ensure the funds are available to be applied to your account by your due date.

14. Why is my payment status "On Hold"?

In compliance with NACHA regulations, all payments made with a new bank account must go through a validation process to ensure the account information is accurate, the account is open, active, and able to receive ACH transactions. Payments will display as "On Hold" during the validation period, which typically takes 4 business days. Once validation is successful, the payment will be processed.

If you update your bank account information while a payment in On Hold, the updated account information is added as a new bank account record. The old bank account with the On Hold payment remains active. You can delete the old account after the payment comes off hold or contact the Parent Contact Center to fail the On Hold payment and delete the account.

15. What is the 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 balance, a Follow Up Service Fee may apply. Blackbaud Tuition Management 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. Additional late fees may apply depending on your school’s policy.
16. Are there bank fees associated with payments that are not successful?

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

17. Where can I find Year End Statements for tax purposes?

1. Sign into your account at parent.blackbaud.school.
2. Select the Session Year.
3. Under Related Links, select Family Year End Statement or Student Year End Statement.

18. Whom should I contact if I have questions regarding my bill?

The Parent Contact Center is available via online chat upon logging into your account at parent.blackbaud.school or by phone at 1(888) 868-8828.

- Phone agents are available Monday through Friday from 7:00 AM to 1:00 AM EST, and Saturday and Sunday from 9:00 AM to 5:30 PM EST. Calls are handled in the order they are received.
- Chat agents are available Monday through Friday from 8:00 AM to 10:00 PM EST.

You can also access your account to check balances and make payments online 24 hours a day.