

January 22, 2024

Dear Parents,

Academy of the Sacred Heart uses Blackbaud Tuition Management (formerly SMART Tuition) for the processing and collection of tuition and fees for the 2024-2025 school year. Each student will have only one account. For families with multiple students, one family account is created so you can view all students at once, reducing the payment processing fee. Please note that the Blackbaud Tuition account will be automatically generated with the payment options you select in the online enrollment contract. When completing your contract, you will receive a message “Academy of the Sacred Heart found multiple Blackbaud Tuition accounts for you. Which Account would you like to use with this contract?” **PLEASE SELECT THE ACCOUNT THAT BEGINS WITH THE NUMBER 1390124.**

Blackbaud Tuition will send correspondence to you thirty days prior to the first payment for June or July 2024-2025 tuition and fees. Blackbaud Tuition makes it easy for you to:

**Step 1: Select a payment plan that works best for you**

- Annually (July 2nd only)
- 60/40 (due July and January 2nd or 17th)
- 10 monthly payments. There is a \$300 payment processing fee per family for the 10 monthly payment option (due July through April 2nd or 17th)
- 11 monthly payments. There is a \$300 payment processing fee per family for the 11 monthly payment option (due June through April 2nd or 17th)

**Step 2: Select a payment method that works best for you**

- Set up recurring automatic payments from a bank account: checking or savings (Note: There is no convenience fee for ACH payments. However, Blackbaud Tuition will apply a charge for late or delinquent payments. There is no grace period. Brokerage accounts cannot be used.)
- Set up recurring automatic payments with a credit card; Visa, MasterCard, Discover and American Express are accepted (Note: Blackbaud Tuition assesses a 2.65% convenience fee on credit card transactions.)

**Step 3: Select a payment due date (2nd or 17th of the month)**

**Step 4: Access your account online**

- Review account history, transaction details and print monthly invoices
- Edit your contact information and payment method
- Make a payment or set up recurring payments

**Receive payment and follow up reminders**

- For recurring payments, a reminder is emailed 7-10 days before the due date
- For missed payments and outstanding balances, you will receive an email and phone call
- Note that payments cannot be changed within 3 business days of the due date.

**Speak with a customer service representative**

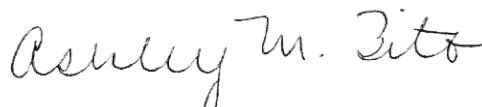
- Families can access their accounts to check balances and make payments 24/7
- Spanish speaking representatives are available
- Call toll free to make payments 888.868.8828
- **Our school code is 13901** (Note: You'll need this code if you call Blackbaud Tuition Management support)

Thank you for selecting Academy of the Sacred Heart for your child's education.

Sincerely,



Connie L. Shannon, CPA '90  
Chief Financial Officer



Ashley M. Zito '92  
Director of Admission



## Online Enrollment/Re-enrollment Instructions for the 2024-2025 School Year

Please follow the steps below in order to complete your child's contract:

1. Click LOGIN+ from the <https://www.ashrosary.org> homepage to access the "MySchoolApp" portal.
2. Once logged in, click on "CONTRACT TO ACCEPT" on the yellow bar. Scroll to the applicable child and click the green "REVIEW" button on the far right to begin the re-enrollment process.\*
3. The next screen may ask "Academy of the Sacred Heart found multiple Blackbaud Tuition accounts for you. Which Account would you like to use with this contract?" **SELECT THE ACCOUNT NUMBER THAT BEGINS WITH 1390124.** Select "CONTINUE" to review your child's contract.
4. Review all portions of the contract by clicking "NEXT" to toggle through and complete each section in order to submit.
5. Under the "SIGNATURES" tab, sign the designated signature box. \*\*
6. Choose "Deposit" and arrange payment (ACH or Credit Card)
7. Click "SUBMIT" to finalize the enrollment contract.\*

\*If you have multiple Sacred Heart students, you will need to complete these steps for **each** student.

\*\*Only one parent is required to sign the contract. Please ensure that the financially responsible party signs the contract.

The Admissions Team and Business Office are happy to assist you. If you have any questions, please contact Ashley Zito at [azito@ashrosary.org](mailto:azito@ashrosary.org) for PK-12<sup>th</sup> grade or Lacey Neill at [lnNeill@ashrosary.org](mailto:lnNeill@ashrosary.org) for Little Hearts, ages 1-4.

If you are NOT returning for 2024-2025, please send an email to Suzanne Revelle at [srevelle@ashrosary.org](mailto:srevelle@ashrosary.org)



**DEADLINE DATES FOR RE-ENROLLMENT  
for the 2024-2025 School Year**

- Rising Little Hearts 2 & 3                      Friday, February 2, 2024
- Rising Kindergarten, 1st-12th Grade      Friday, February 2, 2024
- Rising Prekindergarten\*                      Tuesday, March 26, 2024

*\*Every student entering Prekindergarten is considered a new applicant.*



## General Information – FAQs

Blackbaud Tuition Management (BTM) 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
- Address concerns regarding your account

### 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
- 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

### Where can I find Year End Statements for tax purposes?

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

### What credit cards does Blackbaud Tuition Management accept?

Depending upon your state and school policy, BTM can accept VISA™, MasterCard™, American Express™ and Discover™ credit and debit cards. Please note that a 2.65% convenience fee may apply. You can use your credit card to make monthly recurring payments. VISA Checkout™ virtual wallet is also available.

### 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. Example- aftercare charges

### 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. BTM is not authorized to modify the amount of tuition due or to arrange for alternative payment plans without your school's approval.

### **ASH is an automatic draft school. What is the quickest way to make a payment?**

BTM offers two immediate payment options including:

- Pay online at by logging through the Tuition Management Parent Portal on the ashrosary.myschoolapp.com Resource Board
- 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. BTM 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. These fees are assessed by BTM and retained by BTM.

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

Changes to banking information MUST be made at least three (3) business days before your next scheduled debit. You can update your banking or recurring credit/debit card information by logging in to your account or you can call us directly at (888) 868-8828.

### **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 validation fails, you will be notified via email or text message.

### **ASH offers direct single sign-on to BLACKBAUD TUITION MANAGEMENT from the Resources board in Sacred Heart's Parent Portal/myschoolapp.**

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

If you have any questions or concerns, Our Parent Contact Center is available to help you through our online chat feature available upon logging into your account or by phone at (888) 868-8828.

Thanks for being a Blackbaud Tuition Management Customer!