

General Information – Frequently Asked Questions

Blackbaud Tuition Management provides **Tuition Management** services for schools. Services for parents include online account access at parent.blackbaud.school, tuition and fees invoicing, payment processing, and customer care.

1. How do I log in for the first time?

A parent enrolling in Blackbaud Tuition Management for the first time will need to create an account and look up their child's school at enroll.blackbaud.school. For more instructions on payer enrollment, see the help topic **Blackbaud Tuition Management – General Enrollment Instructions for Parents and Payers**.

Once you have enrolled, you can access the parent site at parent.blackbaud.school to finish setting up your account.

1. Select **I am a first-time user** on the parent login page.
2. Enter your email address or phone number to locate your **Blackbaud Tuition Management** account. Then select **Continue**.

Note: The information entered must be the same as the information provided during enrollment.

3. Select the email address or mobile number where you want to receive a verification code as an email or text message. Then select **Continue**.
4. Check your email or text messages to obtain your verification code. Enter the code when prompted and select **Continue**.
5. Your family's account information for the most recent year is displayed. Select the account(s) you want to set up. Then select **Continue**.
6. If you do not have a Blackbaud ID (BBID) account and need to create one, select **Create a Blackbaud ID** and follow the steps on the screen to create your Blackbaud ID. If you already have a Blackbaud ID account, select **Sign in**, then sign in with your existing Blackbaud ID.

Then next time you access parent.blackbaud.school, you will sign in with your Blackbaud ID.

2. How do I create a Blackbaud ID (BBID)?

Blackbaud ID (BBID) allows users to securely sign in to the Blackbaud solutions ecosystem with enhanced security.

As a parent, the first time you log in to parent.blackbaud.school, you will sign in with your current username and password. A new screen will appear prompting you to choose between two options: As a parent, the first time you access parent.blackbaud.school, you will select enter your information to locate your **Tuition Management** account. After verifying your account with a verification code sent via email or text message, you will have two options:

- **Create a Blackbaud ID:** Select if you do not have a Blackbaud ID and need to create one.
- **Sign in:** If you already have a Blackbaud ID, select this to sign in with your existing Blackbaud ID.

Make your selection and follow the steps on the screen to link your new or existing Blackbaud ID to your **Tuition Management** account.



The next time you sign in, enter your Blackbaud ID email address on the parent.blackbaud.school sign-in page. Then log in with your Blackbaud ID to access **Tuition Management**.

3. How do I link multiple school accounts with a Blackbaud ID (BBID)?

This feature is available to all schools using BBID for login or using Single Sign On from **Blackbaud Education Management**.

Parents with students enrolled in multiple schools using **Tuition Management** can link the accounts with a single Blackbaud ID (BBID) while logged in to the parent site at one of the schools.

Follow these steps to link a second account to the same BBID. Repeat the process as needed to link additional accounts.

1. Select your initials in the top right corner and select **Switch school account** from the menu. (If initials do not appear in the top right, this feature is not available.)
2. A screen labeled **Add another account** will appear. Enter either an email address or a phone number (primary, secondary, or mobile) associated with the other school account you want to link.
3. We will then search all of the family accounts for a match with the information you provided. If a match is found, you will see the relevant school name, most recent session, Family ID, and students on the account. Select the account you would like to connect (this must be done one at a time) and select **Continue**.
4. You will receive a verification code via text message or email at the contact information from the new account. Enter it under **Verify your account** and select **Continue**.
5. Once the accounts are linked, the next time you log in with BBID you will see a screen that lets you select any of the accounts connected with the BBID. You can also unlink school accounts or add additional school accounts from this page.

4. Is there a way I can retrieve my username and update my password?

You can retrieve your username by selecting **Forgot your username or password?** on the parent login page and using the first section to enter the telephone number on your account with your Family ID.

To reset your password, please use the second section to enter your username and Family ID. An email with instructions for resetting your password will be sent to the primary email address on your account.

5. What email addresses should I add to my safe sender or safe contacts list?

- customerservicemessages@blackbaud.school
- customerservice@blackbaud.school

6. 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.

7. 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 (if you are not on automatic debit), Family Tuition Statements, and Year End Statements for tax purposes
- See an itemized breakdown of tuition, fees, and discounts billed to your account

8. 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.

9. 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.

10. 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.

11. 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.

12. 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.

13. 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.

14. 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.

15. Does Blackbaud Tuition Management charge a credit card processing fee?

A 3.12% usage fee is charged on credit and debit card payments, but this may vary due to state regulations and school settings.

16. 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.



17. 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.

18. How can I pay by check?

If you would like to use your checking account to pay, you can do this by making a one-time payment online, by calling in a payment through the automated system or with a live representative, by setting up automatic monthly payments directly from your checking or savings account, or by mailing a check or money order. Checks or money orders should be mailed to the closest payment processing center listed below. If you live east of the Mississippi River, please use the first mailing address in Newark, New Jersey. If you live west of the Mississippi River, please use the second mailing address in Los Angeles, California.

If you would like to mail a payment overnight, please send it to one of the addresses listed for overnight packages. Please include your Family ID on your check or money order to ensure it will be applied to the appropriate account.

East of the Mississippi

Blackbaud *Tuition Management*

PO Box 11731

Newark, NJ 07101-4731

West of the Mississippi

Blackbaud *Tuition Management*

PO Box 54228

Los Angeles, CA 90054-0228

Overnight packages (East of the Mississippi)

Exela Technology

C/O Blackbaud *Tuition Management*

365 W. Passaic Street, Suite 255, 2nd Floor

Rochelle Park, NJ 07662

Overnight packages (West of the Mississippi)



Exela Technology
C/O Blackbaud **Tuition Management**
20500 Belshaw Ave.
Carson, CA 90746

Be sure to review the Helpful Tips for Mailing Payments or Bank Bill Pay prior to mailing a payment.

19. 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. Please review Helpful Tips for Mailing Payments or Bank Bill Pay for applicable details.

20. Helpful Tips for Mailing Payments or Bank Bill Pay

- Please include your 13-digit Family ID in the memo section of the check or money order (a payment stub is not necessary).
- Do not include any additional paperwork with the payment (letters, Post-it notes, staples, paperclips, etc.). Additional items will delay the processing of your payment.
- Please send payments 7-10 days before your due date. If there is a holiday, please add 3-4 days.
- If there are fewer than 7-10 days before your due date, please consider paying via our website at parent.blackbaud.school. You can also use our automated telephone service to make a payment. Both these solutions eliminate delays in processing your payment. You can pay online or over the phone using your checking or savings account.
- Make checks payable to Blackbaud **Tuition Management**.
- **Blackbaud Tuition Management** does accept some online bill payments electronically. However, some banks will still send payments as a physical paper check through the USPS mail. If you have any questions about whether your payment will be sent electronically by your bank, please contact your bank directly.
- Once a payment has been sent by physical paper check, it cannot be stopped. If you decide to stop the payment with your bank, a failed bank fee will be incurred on your **Blackbaud Tuition Management** account.
- If you plan to use your bank's online bill payment service, please include your 13-digit Family ID without letters, spaces, or characters.

21. How can I wire transfer my payment?

Wiring instructions can be found below. Please provide this payment information to your financial institution based on their location.



Banks within the USA send to:**Receiving bank name:** Fifth Third Bank**Receiving Bank Address:** 38 Fountain Square Plaza
Cincinnati, OH 45263**Beneficiary Account Number:** SMT0402670**ABA/Routing Number:** 042000314**Beneficiary Name:** Smart LLC**Beneficiary Address:** 65 Fairchild Street
Charleston, SC 29492**Banks from outside the USA send to:****SWIFT/BIC:** FTBCUS3C**Fed routing number:** 042000314**Bank Name:** Fifth Third Bank**Beneficiary Account Number:** SMT0402670**Beneficiary Account Name:** Smart LLC

Please include the FAMILY ID NUMBER with each wire.

A \$15.00 fee is charged for each wire sent to **Blackbaud Tuition Management**. Please add \$15.00 with your tuition payment to cover the bank fees associated with accepting wire transfers. Additionally, please check with your financial institution for any additional fees that they may charge you. You may also incur additional fees from your bank or an intermediary bank that partners with your bank. It is best to speak directly with your bank regarding their wire fees.

22. 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 is 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.



23. 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.

24. 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.

25. 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**.

26. 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.

