Blackbaud Tuition Management - 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 access my account for the first time?

If you have previously logged into and used our Blackbaud Tuition Management parent site with your *Blackbaud ID* (BBID) and need to gain access to a new school account, please follow the steps in How can I link multiple school accounts to my Blackbaud ID (BBID)?

If you have not previously logged into our parent website, you can locate and login to your new account using the First Time User steps on our home page:

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.

Moving forward, you will sign in with this Blackbaud ID anytime you need to access your Tuition Management account.

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 access parent.blackbaud.school, you will 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 can I sign into my Blackbaud Tuition Management account using Blackbaud ID (BBID)?

When signing into Blackbaud Tuition Management, you can use your existing BBID or create a new BBID if needed. If you have more than one Tuition Management Family ID account, signing in with your BBID also provides the ability to access all of your Family ID accounts using one login!

If you sign in with your Blackbaud Tuition Management username and your BBID is not yet linked to a Tuition Management account, you will be asked to enter your Tuition Management username and password before you can connect the account to a BBID. Once your accounts are linked and you'll sign in with your BBID moving forward.

If your BBID is already linked to your Blackbaud Tuition Management account, you will be automatically prompted to login using your linked BBID credentials.

4. How can I reset my Blackbaud ID (BBID) password?

If you forgot your BBID password:

1. Visit https://app.blackbaud.com/signin/forgot-password and select **Continue with Email**.
2. Enter your email address associated with your Blackbaud ID, then select **Continue**.
3. Select **Forgot password**, then follow the prompts to send a confirmation code to your email address.
4. Check your email inbox to obtain the confirmation code. If you don't receive the confirmation code email, check your Junk or Spam folder.
5. Enter your confirmation code and select **Confirm**.
6. Enter and re-enter your new password. Then select **Continue**.
7. If you sign in through *Apple* or *Google*, change your password through *Apple* or *Google* directly.
8. If your organization enables single sign-on (SSO) through an identity provider (IdP), contact your IT admin to change your password.

5. How can I link multiple school accounts to my Blackbaud ID (BBID)?

If you have students enrolled in multiple schools using Tuition Management, you can follow these steps to link additional accounts to the same BBID. Repeat the process to link as many accounts as needed, if applicable:

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

1. After signing in with your Blackbaud ID, 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. On the **Add another account** page, 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 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.

6. How can I retrieve my Tuition Management username and password?

If you have not selected to sign into Blackbaud Tuition Management using Blackbaud ID (BBID) yet, you can retrieve your Tuition Management username by selecting **Forgot your username or password?** on the parent login page and use the first section to enter the telephone number on your account with your Family ID.

To reset your Tuition Management 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.

If you have already selected to sign into Tuition Management using your BBID, please see the password reset instructions for BBID.

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

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

- no-reply-customerservice@blackbaud.school
- no-reply-customerservicemessages@blackbaud.school

8. 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.

9. 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

10. 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.

11. How do I invite additional users to access my account or make payments online?

When signing in with Blackbaud ID (BBID), only one BBID can be connected to your Family ID account as the primary user. Primary users can invite secondary users to access the family account with their own BBID login credentials.

To invite secondary users:

1. Sign into the parent site.
2. Select **My Profile**, then select the **Access** tab.
3. Enter the secondary user's email address and **select Invite User**. The user will receive an email invitation to access the account with their BBID email address.

Note: Secondary users cannot invite additional users to access the family account.

To remove a secondary account holder, select **Remove** next to their information under **Manage Additional Users** on the **Access** tab.

12. 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.

13. 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.

14. 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 Help 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.

15. 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 on the same day they are received.

16. 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.

17. Does Blackbaud Tuition Management charge a fee on payments?

A Platform Fee may be charged on credit/debit card payments and ACH payments. This can vary based on your school's contract and settings.

18. How can I set up a new payment account to automatically pay my bill each month??

You can set up automatic payments from your bank account or credit/debit card by logging into your account and selecting **My Profile** at the top of the page. Open the **Payment Information** tab and select **Add New Account** to enter your bank or card information and save the account.

The account listed under **Auto-Pay Account** is now set up for monthly automatic payments. If you already have additional payment methods saved, check the box for **Use this account for my automatic debit** next to the applicable payment account to set it as the automatic payment method.

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 for making a manual payment before your due date. Please read the terms and conditions carefully as fees may apply.

Automatic payment amounts are based on the current month's billed amount. If an account has a past due balance, that past due balance is not included in the automatic payment withdrawal and the payer must make a manual payment to settle the past due balance.

19. How do I stop my automatic payments?

You can stop an automatic payment from processing on an upcoming due date by logging into your account and selecting **Stop Payment** on the home page. Please note payments need to be stopped online at least 3 business days prior to your due date. You can also chat with a live representative online or call us at (888) 868-8828 at least 2 business days prior to your due date.

Please note payments go into process 1 business day prior to ensure the funds are available to be applied to your account by your due date.

20. Can I schedule future payments?

Yes, you can schedule credit card, debit card, or bank account payments for future dates.

Note: If you also make automatic debit payments, be sure to review **How do scheduled payments affect automatic payments?** prior to scheduling payments.

1. Sign into the parent site.
2. Select **Make a Payment**.
3. Select the payment method: **Credit Card**, **Debit Card**, or **Bank Account**.
4. Select **Use a saved payment method**.
5. Select **Schedule future payments**.
6. Enter a **Payment Date** and **Amount**.

   Tip: Select the calendar icon to assist in selecting a date.
7. *Optional*: Select **Schedule an additional payment** and enter additional dates and amounts as needed.
8. Select **Continue**.
9. Review the scheduled payment information.
10. If all information is correct, select **Continue**.
11. Review the confirmation page. Select **Print** if needed.

You will receive a confirmation email with your scheduled payment details. If you schedule a payment more than 10 days in the future, you will also receive a reminder email 10 days before the payment processes.

Note: If you schedule payments with a bank account that is undergoing NACHA validation and the bank account fails NACHA validation, those payments will be removed from the schedule.

21. How can I review or cancel a scheduled payment?

To review scheduled one-time payments, sign into the parent site and select **Payment**, then **View Payments**. Future scheduled payments are displayed under **Scheduled Payments**.

You can select **Cancel** for a scheduled payment up to three business days before the scheduled payment date.

22. How do scheduled payments affect automatic payments?

Tip: To ensure your scheduled payment reduces the amount of your next automatic payment, select a **Payment Date** for your scheduled payment that is at least 3 business days before the automatic payment date.

If you add a scheduled payment with a **Payment Date** at least 3 business days before your automatic payment date, the scheduled payment will decrease the amount of your automatic payment as long as you do not have a past due balance. If you have a past due balance, the scheduled payment is applied to that past due balance first before any funds are allocated to the current month's billing.

If you add a scheduled payment with a **Payment Date** 2 business days or less before your automatic payment date, on the same date as your automatic payment date, or after your automatic payment date, it will not decrease the amount of your automatic payment and may result in a credit balance on your account.

Example 1

Billing due date: 30th of the month

Amount billed for current month: $2000

No past due balance.

• If I add a $400 scheduled payment for the 15th of the month, my automatic payment amount on the 30th is reduced to $1600.

• If I add a $400 scheduled payment for the 30th of the month, my automatic payment amount is $2000. The scheduled payment creates a $400 credit on my account.

Example 2

Billing due date: 30th of the month

Amount billed for current month: $2000

Past due balance: $500

• If I add a $1000 scheduled payment for the 15th of the month, my automatic payment on the 30th is $1500. The scheduled payment settled my past due amount and the remaining $500 was applied to my billing for the current month.

• If I add a $1000 scheduled payment for the 30th of the month, my automatic payment on the 30th is $2000. The scheduled payment settles my past due balance and leaves me with a $500 credit on my account.

23. 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 at (888) 868-8828, 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 with tracking (UPS, FedEx, Certified Mail), 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. Please allow at least 7-10 business days for delivery and posting.

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.

24. 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 business 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.

25. 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.

26. How can I wire transfer my payment? How can international families make payments?

Payments to Tuition Management must be issued in United States currency and through U.S. banking institutions.

Note: Bank account payments issued through Puerto Rico are accepted. We do not accept debit or credit card payments issued through Puerto Rico.

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

A $15.00 wire fee is assessed for each wire sent to Blackbaud Tuition Management, please include the additional amount with your wire. If a wire is received without the additional funds, the payment will be applied less the $15 wire fee. Please check with your financial institution for any additional fees that they may charge, along with any intermediary bank fees that may be assessed.

Banks within the USA send to:

Receiving bank name:	Fifth Third Bank
Receiving Bank Address:	38 Fountain Square Plaza
	Cincinnati, OH 45263
ABA/Routing Number:	042000314
Beneficiary Account Number:	SMT0402670
Beneficiary Name:	Blackbaud Tuition Management
Beneficiary Address:	65 Fairchild Street
	Charleston, SC 29492
Required Beneficiary Information:	13-Digit Family ID, found on your invoice

Banks from outside the USA send to:

Receiving Bank Name:	Fifth Third Bank
Receiving Bank Address:	38 Fountain Square Plaza
	Cincinnati, OH 45263
SWIFT/BIC:	FTBCUS3C
Fed routing number:	042000314
Beneficiary Account Number:	SMT0402670
Beneficiary Account Name:	Blackbaud Tuition Management
Beneficiary Address:	65 Fairchild Street
	Charleston, SC 29492
Required Beneficiary Information:	13-Digit Family ID, found on your invoice

Flywire international payments

Note: *Flywire* international payments are only available if your school has the *Flywire* integration.

If your school offers *Flywire* as a payment option, international families can make bank account, debit, or credit card payments through the parent site.

When the *Flywire* integration is enabled, payers can select the International Payments payment method when making payments.

For additional information or support using *Flywire*, payers can visit Flywire Help for FAQs, phone, chat, and email support 24 hours a day, 7 days a week.

Additional information

- *Flywire* shows the total amount owed in the local currency chosen by the payer. When comparing foreign exchange rates, it's important a payer compare *Flywire*'s total to the amount their bank will charge, not what's shown via search engines or general FX websites.
- In the event a payer has a lower rate from their bank, *Flywire* offers a Best Price Guarantee in its user experience.
- *Flywire* ensures the whole amount is delivered, rather than $10-50 short due to wire fees and unexpected transaction fees.

27. 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 Help Center to fail the On Hold payment and delete the account.

28. 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.

29. 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.

30. 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**.

31. Who should I contact if I have questions regarding my bill?

The Parent Help 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.