

## General Information – FAQ's

Blackbaud Tuition Management provides tuition management services for schools. Services for parents include online account access at [parent.blackbaud.school](https://parent.blackbaud.school), tuition and fees invoicing, payment processing, and customer care.

### What can I do once I have logged into my Smart Tuition 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

### What credit cards does Smart Tuition accept?

Depending upon 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.

### Can I pay by check?

If you would like to use your checking account to pay, you can do this by mailing a check, making a one-time payment online, calling in a payment by phone, or by setting up automatic monthly payments directly from your checking or savings account. If you are mailing a check, please mail it to Blackbaud Tuition Management at PO BOX 11731, Newark, NJ 07101-4731 OR to Smart Tuition at PO BOX 54228, Los Angeles, CA 90054-0228. Please remember to include your Smart Family ID.

### 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.

### 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.

### My tuition is due in two days. What is the quickest way to make a payment?

Blackbaud Tuition Management offers two immediate payment options including:

- Pay online at <https://parent.blackbaud.school>

- 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. 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.

### **Are there bank fees associated with payments that are not successful?**

A fee 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.

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

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

### **Is there a way I can update my username and password?**

You can update your password directly from your Blackbaud Tuition Management account at [parent.blackbaud.school](http://parent.blackbaud.school). Or you can call us at (888) 868-8828 and a representative will be able to update your user name and password.

**If you have any questions or concerns, contact us at [info@smarttuition.com](mailto:info@smarttuition.com).**

**Thanks for being a Smart Tuition Customer!**