



**ST. AUGUSTINE
PREPARATORY
SCHOOL**



General Information – FAQ's

Blackbaud - Smart Tuition 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
- Provide or change your online username and password
- Address concerns regarding your account

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
- Review payment history
- Change/edit your payment information
- Update your personal information
- 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, Smart 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 make a one-time payment online, call in payment by phone, or by setting up automatic monthly payments directly from your checking or savings account.

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?

Smart Tuition offers two immediate payment options including:

- Pay online at <https://parent.smarttuition.com>
- 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. Smart Tuition 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 or web payments. Your bank may also impose additional fees.

How can I set up 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.smarttuition.com 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 Smart Tuition account at parent.smarttuition.com. 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.

Thanks for being a Smart Tuition Customer!