

Smart Tuition 2018-19

Frequently Asked Questions

How do I access my account information? You may access your account, at any time, by going to the Smart Tuition Parent website. Once your account is set-up with billing, you will receive a Welcome Email upon its activation. By going to **parent.smarttuition.com** you will be required to set-up your unique password by clicking on First Time User. Once your log-in credentials are established, you will be able to view all activity and personal information.

How do you pay? These are available options for you to choose from:

1. Credit Card - Mastercard, Visa, Discover, or American Express cards are accepted. **A 2.85% convenience fee will be assessed to the payer for all credit card transactions.**
2. Automatic Debit (aka - ACH) from your checking or savings account. **There is no convenience fee for auto debit payments.**
3. Payment by mail to Smart Tuition (checks or money order payable to Smart Tuition). Smart Tuition does not accept cash payments. On your check, in the memo section, please include your 13 digit Smart Tuition account ID. This number starts with **14147**. **There is no convenience fee for mail-in payments.**

Additional methods to make payment.

1. A payment can be made through the Smart Tuition secure website.
2. A payment can be made over the phone by calling Smart Tuition's toll free customer service line - (888)868-8828.
3. Online payment initiated from your bank or financial institution. Please note that your financial institution does not electronically transfer the payment over to Smart Tuition. They will mail a check to Smart Tuition. To ensure your payment is received on time, please set up your online bill pay to occur 7-10 days before your due date.

Is there a fee to sign up with Smart Tuition? Yes, there is a one-time \$50 admin fee billed to month to month payers, and a \$20 for pay up front/one-time payers. This admin fee is collected at the time with your first payment due. This fee is for:

1. relieved administrative burden to the school so that they can continue to focus on the exemplary educational services for your children.
2. live agent call center and chat support.
3. Smart's state-of-the-art parent website with secure online payment capability as well as detailed/printable views of account payment history.
4. Smart's mobile app (for updated account history review and payment capability).

How do I get billed? If the primary account holder elects to make payments through the mail, Smart Tuition will email the invoice approximately 20 days before your due date. If an automatic debit from a checking or savings account has been selected, you will receive a welcome letter at the beginning of the school year and reminder email each month. These emails are sent approximately 10 days before your scheduled due date and will contain the debit amount. Your complete billing information will be available online. It is NOT shared with the school or any 3rd party vendors.

NOTE: As Verizon has decided to discontinue its email domain, Smart Tuition cannot send emails to Verizon.net email accounts.

Can I switch my payment method? Your payment method may be changed by contacting Smart Tuition's parent support center, your school's business office or on our secure website. A minimum of 3 business days notice is required to make changes or updates to your payment method.

What happens if there is a late payment? Smart Tuition will contact the primary account holder by telephone and email if a payment is not received, in full, by the due date selected. A late fee of \$40 will be assessed to your account if it is not made current.

What happens if a payment fails? In the event that your payment fails, a \$30 Bank Fee will be posted to your account. Your payment will be re-attempted 10 days later if the initial payment failed. If you know the 2nd attempt will fail, you must contact the school immediately to review. If the re-attempt fails, another \$30 Bank Fee will be assessed to the account.

Who do I call if I have a question about my account? If you have any questions regarding your account activity or are in need of assistance, contact the Smart Parent Support Center at (888)868-8828.

What are the hours for the Smart Parent Support Center? You can reach a live agent during the following hours. After hours and during periods of high call volume, your call will be answered by the automated attendant. This system can answer the vast majority of your questions.

- M-F 7:00AM-1:00AM (Eastern Standard Time)
- SAT 9:00AM-5:30PM (Eastern Standard Time)
- SUN 9:00AM-5:30PM (Eastern Standard Time)