



General Information – FAQ's

Blackbaud - Smart Tuition provides tuition management services for schools. Services for parents include online account access, tuition and fee invoicing, payment processing, and customer care.

Whom should I contact if I have questions regarding my bill?

The Smart Tuition Parent Contact Center is available to help you at (888) 868-8828 and 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?

You can access your Smart account by clicking on the Smart Tuition tile under Resources in *myWCS*.

Once you log into the account you can do the following:

- Make a payment
- Review payment history
- Change/edit your payment information
- Update your personal information
- View or print monthly billing details
- View or print a statement (summary of all billing and payments)
- See an itemized breakdown of tuition, fees and discounts billed to your account
- Purchase optional items from your school

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 convenience fee of 2.85% will apply. You can use your credit card to make monthly recurring payments. VISA Checkout™ virtual wallet is also available.

Can I pay by check?

Each family will choose a payment option on their Smart account. Payment will be made by automatic withdrawal from a bank account or credit card. If you, or another family member, would like to make a payment by check towards the account balance, you can do this by mailing the check directly to Smart Tuition. Please mail it to Smart Tuition at PO BOX 54228, Los Angeles, CA 90054-0228 and 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 Smart Tuition directly. **Please note:** Online bill pay might not electronically transfer funds to Smart Tuition; instead, your bank may mail a paper check to Smart. 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 made by your school. If charges are added to your account, the school will email you to inform you of the change. Smart will also email a monthly payment reminder letting you know what amount is due.

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 the Smart Parent Contact Center. We will contact the school on your behalf to clarify the amount due. Smart Tuition is not authorized to modify the amount of tuition due or to arrange for alternative payment plans without your school's approval.

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

Smart Tuition offers two immediate payment options including:

- Access your Smart account through your myWCS account to pay online
- Pay over the phone by calling (888) 868-8828

Note: Payments made online or by phone 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 of \$40 will 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, 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 Smart Tuition account through your myWCS account 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, which can be accessed through your myWCS account 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!