

## Frequently Asked Questions

### How do I access my account information after I register on line?

- You may access your account, at any time, after initial registration and school activation, by going to the Smart Tuition Parent website.
- Once your account is set-up with billing and activated by the school, you will receive a Welcome E-mail. By going to **parent.smarttuition.com** you will be required to set-up your unique password by clicking on First Time User.
- After your log-in credentials are established, you will be able to view all activity and personal information.

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

- Credit Card - Mastercard, Visa, Discover, or American Express cards are accepted and can be set up as automatic or non-recurring methods of payment.
- Automatic Debit (aka - ACH) from your checking or savings account. This method of payment can also be set up as non-recurring.
- 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 **14411**.

### Additional methods to make payment.

- A payment can be made through the Smart Tuition secure website.
- A payment can be made over the phone by calling Smart Tuition's toll free customer service line - (888)868-8828.
- 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.

If during the initial transition, a check payment payable to Smart Tuition is dropped off at the Children's Center office, we will forward the payment but will encourage you to mail your payment to the Smart Tuition's payment processing center address in the future.

**Is there a fee to sign up with Smart Tuition?** There is a one-time annual \$50 family administration fee billed to accountholders. This family administration fee is collected at the time your first payment is due.

**Am I charged a debit/credit card convenience fee?** There will be no convenience fee charged for using a debit and/or credit card.

### How do I get billed?

- If the primary account holder elects to make payments through the mail, Smart Tuition will e-mail the invoice approximately 20 days before your due date at the end of the month.
- 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 a reminder e-mail each month. These e-mails are sent approximately 10 days before your scheduled due date at the end of the month and will contain the debit amount.
- Your complete billing information will be available online. It is NOT shared with the school or any 3<sup>rd</sup> 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 automatic payment method?**

- Your automatic payment method may be changed by accessing your online account or by contacting Smart Tuition's parent support center.
- A minimum of 3 business days, is required before your due date of month end to make changes or updates regarding your automatic payment method.

**Can I switch my non-recurring payment method?**

- You may switch your non-recurring payment method at any time.
- You may do so by updating your payment information on your online account or by contacting Smart Tuition's parent support center for assistance.

**Can I switch my non-recurring payment method to an automatic payment method later in the school year?**

- Yes you may. You may either update your profile on your online account or contact Smart Tuition's parent support center for assistance.
- A minimum of 3 business days, is required before your due date of month end to make changes or updates regarding any future automatic payment methods.

**What happens if there is a late payment?** Please consult the school regarding late payment policy.

**What happens if a payment fails?**

- In the event that your payment fails, a \$30 Bank Fee will be posted to your account.
- If you pay by ACH method, 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 Smart Parent Support Center immediately to review.
- If the re-attempt fails, another \$30 Bank Fee will be assessed to the account.
- Smart Tuition does not re-attempt failed credit card payments. Those must be made up, manually, by the payer.

**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 standard pacific-time zone 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** 4:00 AM – 10:00 PM
  - **SAT** 6:00 AM – 2:30 PM
  - **SUN** 6:00 AM – 2:30 PM