



## General Information

### **Why is my monthly amount different?**

Your total due may change each month due to fees, discounts, and adjustments to tuition that have been made by your school.

### **Who do I contact if I have a question regarding my bill?**

You can call (888) 868-8828, 24/7 and a Smart Tuition representative will be happy to assist in answering your questions. If you disagree with the amount of tuition owed, then we will contact the school on your behalf and clarify the total due. Smart Tuition is not authorized to modify the amount of tuition due or arrange for alternative payment plans without the school's approval.

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

You can update your password directly from your Smart Tuition account at [www.parents.smarttuition.com](http://www.parents.smarttuition.com) or you can call us at (888) 868-8828 and a representative will be able to update your username and password.

### **I just realized my tuition is due in less than two days. What is the quickest way to make a payment?**

Smart Tuition offers a couple of immediate payment options.

1. Pay online at [www.parents.smarttuition.com](http://www.parents.smarttuition.com)
2. Over the phone 24/7, 365 days a year, by calling (888) 868-8828

Note: Payments made by phone and web are posted the same day they are received.

### **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. However, there are a few things to note regarding online bill pay. Online bill pay services do **NOT** electronically transfer funds to Smart Tuition. Your bank will actually mail a check to Smart Tuition. Because of this, we advise that you set up your online bill pay to occur at least **7 days** prior to your due date to ensure the check is received by Smart Tuition before the due date.

### **What is the Smart Tuition parent help center and what can they help me with?**

The Smart Tuition parent help center is where a dedicated team of parent specialists are available to assist with questions regarding your account **24 hours a day, 7 days a week, 365 days a year!**

### **Our team of specialists can:**

- Provide you with balance information
- Take a payment
- Review your payment history with you
- Update your payment information
- Update your personal/contact information
- Provide/change your online username and password
- Address any concerns regarding your account

**I am currently setup to pay automatically each month, but I need to setup new banking information.**

**How can I go about doing that?**

Changes to banking information **MUST** be made at least three business days before your next scheduled debit. You can update your banking information within your Smart Tuition account or you can call us directly at the parent help center.

**What is my school's late payment policy?**

If your payment is not made by your due date or you are carrying an outstanding balance, a late 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 catch up and avoid future fees.

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

A fee of \$25 will be applied to your account for any failed payment processed via auto-debit, phone, web, and for failed check payments. Your bank may impose additional fees.

**What credit cards do you accept?**

Smart Tuition currently partners with **MasterCard**, **American Express**, and **Discover**. You can use your debit card if it has one of the above-mentioned company logos displayed on the card. Please note that if you choose to use your debit card, it will be treated as a credit card and a **2.65% convenience fee** will apply. If you would like to use your checking account to pay, you can do so by mailing a check, making a one-time payment, or setting up automatic monthly payments directly from your checking or savings 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
- View and print invoices (for mail in payers)
- See an itemized breakdown of tuition, fees, and discounts billed to your account