

Dear Parents,

For the 2022-2023 school year, St. Peter Catholic School will once again be offering Smart Tuition as our online tuition invoicing and payment service. This partnership with Smart Tuition will allow us to offer many of the options to pay tuition and school fees.

We chose Smart Tuition for their features, options, and overall convenience for families. Their customer service team is accessible, efficient, and friendly. Smart Tuition has been providing this service to schools and parents for over 25 years and they serve over 2,500 schools nationwide.

By shifting our tuition processing to Smart Tuition, here are some of the benefits for you:

• ***New payment processing methods***

- You will be able to pay by check, credit card, or by debiting your checking or savings account.
- You will be able to submit payment by mail, by phone or through a secure website or via mobile apps.
- You will be able to set-up auto-bill options for checking/savings account payments, meaning you never have to worry about forgetting a bill.

• ***Online account management***

- You will be able to edit your profile online, including payment options, etc.
- You will be able to access and print monthly billing details and payment history.
- You will be able to review your payment history, including when your last payment was received.
- Families will be able to include all of their students on one account for easier management.

• ***Flexible billing and reminder options***

- You will be able, with auto-bill, to choose to receive a reminder via email or text of your upcoming payment 10 days before your due date or;
- If you pay by check, you will be able to choose to receive emailed invoices 20 days in advance of the due date.

• ***Customer service***

- You will have access to Smart Tuition customer service staff. Through a toll-free number, you can speak with a live agent or do live chat.

This letter of introduction is a first step. Smart Tuition will be creating accounts for our new families and renewing enrollments for previously enrolled families. Please continue reading the next page for more details. Also, please review the Frequently Asked Questions to learn more about Smart Tuition as well as how to access your account. If you have any questions about Smart Tuition or if you would prefer to opt-out of online payments, please contact the school at 419-294-1395 or email me directly at bengland@stpeterupper.com

We look forward to working with both your family and Smart Tuition this year!

Sincerely,

Blake England, Principal

Time to get enrolled with a Smart Tuition account! Please take note of the next steps/instructions below:

In July 2020, a Smart Tuition account will be created for you. We ask you to monitor your email accounts (including the junk/spam folder) as you will receive a confirmation email that an account has been created. The email will come from **customerservice@smarttuitionmessages.com** with the subject line *"St. Peter Catholic School Upper Sandusky: Setting up your account with Smart Tuition."*

Once you receive the email, please click on the unique link within the email to be directed to the enrollment page.

Review the parent, guardian, or bill payer's contact information. Please verify your telephone number and email address as Smart Tuition regularly communicates important information about your account.

Next, review your child's name and his/her grade level. If you have more than one child attending the school, add them to the one account by clicking on Add Another Student. Do NOT register them individually. If you need to add a child, at a later time, please contact the school.

Review the payment plans offered by your school and choose one. The plans listed are selected by your school and cannot be changed by Smart Tuition. Select your preferred payment method and due date from the options offered by your school.

Review Smart Tuition's terms and conditions. Click SUBMIT ENROLLMENT to complete your online enrollment. Billing will be applied to your account, by the school, after you complete your enrollment for a Smart Tuition account. Once billing is applied, your account will be activated and you will be emailed instructions on how to access/view it.

We request that you complete this process no later than **July 31st, 2021**. If you miss the deadline, the school will approve your account for you and you will be defaulted to paying by check on a 10 month payment plan. You will have the opportunity, through your online account, to update yourself to recurring auto debit payments if you choose. Any request for a different payment plan will be reviewed, for approval, by the school.

Please review the Frequently Asked Questions to learn more about Smart Tuition as well as how to access your account. If you have any questions or concerns, please contact the school to discuss.

2021-22

Frequently Asked Questions

How do I access my account information? Once your account is set-up with billing, and activated by your school, you will receive a Welcome Email with log-in instructions. At that point, you may access it, at any time, by going to the Smart Tuition Parent website. By going to **parent.smarttuition.com** you will be required to set-up your unique username and password by clicking on the **I am a First Time User** button. To do so, parents are required to enter 2 of following:

- Email address
- Primary Telephone Number
- Family ID (which is their 13-digit Smart Tuition account ID):

Upon completing registration for a Smart Tuition account, online, parents will receive a confirmation email that contains the Family ID (above).

Once your log-in credentials are established, you will be able to view all activity and personal information.

I am separated/divorced, can my ex-spouse and I have separate Smart Tuition accounts for our child(ren)? Yes. Please inform the school of this request so that they can work with Smart Tuition to set-up separate accounts for you and your ex-spouse. You will be required to confirm to the school what % of billing you and your ex-spouse are required to pay. The school will then ensure that your account billing is set-up correctly.

NOTE: Neither you nor your ex-spouse will have access to each other's Smart Tuition account information (e.g. – payment history, billing details, etc.) unless you authorize each other to our Parent Support Center and the school.

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

1. Credit Card/Debit 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/debit 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's payment processing center (checks or money order made payable to Smart Tuition). The mailing address will be included in your invoice statements. 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 **14672**. **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 check with your financial institution to see if they do "Online Bill Pay" with Smart Tuition. If not, they will mail a check, on your behalf, to Smart Tuition. In this case, 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 \$50 administrative fee for account holders. It is per family, not per student. 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 by check, 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? If you are signed up for auto-debit or recurring credit card payments, your payment method may be changed by contacting Smart Tuition's Parent Support Center or on your secure online Smart Tuition account. A minimum of 3 business days notice, prior to your due date, is required to make changes or updates to your payment method.

If you are looking to switch from auto debit or recurring credit card to check payments, you may enter a request for change with Smart Tuition's Parent Support Center. It will be reviewed with the school for approval. A minimum of 10 business days notice, prior to your due date, is required for a review and response.

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 \$50 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. 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 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)