



SMART TUITION

Financial Solutions for Schools and Parents™

FREQUENTLY ASKED QUESTIONS FOR PARENTS

Here are answers to some of the standard questions on the form:

Where do I return my enrollment form?

Please complete and return the form to your school in accordance with your school's policies and deadlines.

Will you ever sell or share my email address?

Our company's privacy policy forbids us from sharing your email address with anyone other than your school.

Why do you require an email address?

Much of our communication to you will come through email. For instance, if you need a new username and password for our account management website or we need to contact you about a payment we have not yet received, we use email.

Why do you need my phone number?

Smart will only contact you by phone if you have missed a payment or a transaction has been unsuccessful. Providing a phone number can help resolve matters fast.

Why would I provide you with my bank account number or credit card information?

Many parents who are pressed for time prefer an error-proof system of automatic deductions vs. the traditional mail-in payments. Smart Tuition informs you of the amount that we will deduct from your account through an email notification 10 days prior to your due date. This is the fastest, safest, and most convenient payment option. *** Note: Not all schools allow for credit card transactions on the account. Please ask your school if this option is available.

What is a 9 digit Routing #?

On the bottom of every check, there is a 9 digit number that represents your bank. It typically is on the left side of the bottom of the check. The routing number is always 9 digits long. Smart Tuition cannot process automatic payments if the routing number is missing.

Sample Check

JEFFREY MAPLE
SUZANNE MAPLE
123 Pear Lane
Anyplace, VA 20000

PAY TO THE
ORDER OF _____ \$ _____

ANYPLACE BANK
Anyplace, VA 20000

For _____

1 250250025 20202086 1234

1234
15-000000000

DOLLARS

Do not include the check number.

What credit cards / types of bank accounts do you accept payments from?

We accept 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. Applicable convenience fees will be applied.

What if I don't see the desired number of months in the payment plans offered?

Your school determines the number of months that tuition payments can be made.

What is my school's late payment policy?

Each school's late payment policy varies. Please contact your school administrator for your school's late payment policy.

Why is "Annual Tuition Total" not completed on the enrollment form?

Your school will fill in total tuition due after you have completed and returned your enrollment form. Please contact your school if you have not received the tuition schedule for the upcoming school year.

Can I access my account online?

All parents will receive a Login ID and password for access to Smart Tuition online at www.smarttuition.com.

Parents can:

Make tuition payments, review last payment information, edit bank or credit card information, edit personal information, view itemized fees and discounts and print a report of all payments made in a particular school year.

To change your username or password, please use our Forgot Login feature on the main screen of www.smarttuition.com. Or call our 24hr customer service line where we can assist you in retrieving or changing your Login ID and password.

When will I receive my Login ID and password?

Smart Tuition will mail out this information along with your payment schedule approximately 2-3 weeks before your first payment is due.

Why is my monthly amount different?

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

Your School will verify the tuition amount for each student and family account. If you disagree with the amount of tuition owed, you must contact the school directly; Smart Tuition is not authorized to modify the amount of tuition due or arrange for alternative payment plans. An additional fee will be assessed to your account for all payments past due. Smart Tuition's customer service team may call you if you have missed tuition payments or if there has been a problem in processing a payment.

Who Can Help You When...

We get a lot of calls that are best-suited for the schools we serve. And occasionally, they receive calls that would be best-suited for Smart Tuition. Here's a simple guide to know when to call whom:

When to Contact Smart Tuition 888-868-8828 24hrs/7 days a week

- Missing Login ID and password and payment materials
- Make a payment
- Review recent payments
- Change bank/credit card information
- Update personal information
- Concerns regarding your account

When to Contact the School

We suggest calling the school in the following cases:

- Disputing amounts due including late fees, Withdrawing a student, Financial Aid requests, Loss of job or income or other reason for non-payment.