

Tuition Payment Account

Frequently Asked Questions

How do I access my tuition management account information? Once you sign your school online enrollment contract, you will have access to a Blackbaud Tuition Management account (formerly known as Smart Tuition), which can be accessed through your school portal <https://vcschools.myschoolapp.com/app/#login>

After logging into your school portal, click on **Resources** to go to the Parent Resource Board. While there, click on the Blackbaud Tuition Management tile. You will be automatically redirected into your Blackbaud Tuition Management account.

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

1. AUTO-DEBIT (aka – ACH) from your checking or savings account. **There is no convenience fee for auto debit payments.**
2. 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.**

Additional methods to make payment.

1. A payment can be made through the Blackbaud Tuition Management secure website.
2. A payment can be made over the phone by calling Blackbaud Tuition Management's toll-free customer service line – (888)868-8828.
3. A payment can be mailed- Check Payable To: Blackbaud Tuition Management. Mail payment to: Blackbaud Tuition Management P.O. Box 54228 Los Angeles, CA 90054-0228. Please remember to include your Smart Family ID.

How do I get billed? If the primary account holder selects the 1-payment plan, Blackbaud Tuition Management will email the invoice approximately 20 days before your due date. **NOTE:** If the primary account holder selects the 1-payment plan, you can choose to make that payment with ACH or credit card.

If the primary account holder selects the 10 or 12-payment plans, they will pay through either an automatic debit from a checking or savings account or recurring credit card payments. They will receive a welcome letter at the beginning of the school year and a payment reminder email each month. These reminder 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.

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 Blackbaud Tuition Management's Parent Support Center or on your secure online Blackbaud Tuition Management 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 Blackbaud Tuition Management'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? Blackbaud Tuition Management will contact the primary account holder by text and email if a payment is not received, in full, by the due date selected. A late fee of \$40 will 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 Blackbaud Tuition Management Support Center immediately to review. If the re-attempt fails, another \$30 Bank Fee will be assessed to the account. Blackbaud Tuition Management does not re-attempt failed credit card payments.

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 Blackbaud Tuition Management Parent Support Center at (888)868-8828.

What are the hours for the Blackbaud Tuition Management 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)