

## SMART TUITION GENERAL ENROLLMENT INSTRUCTIONS

Your School has partnered with Smart Tuition to service your child's 2016-2017 tuition account. To enroll online, please follow the instructions below:

### 1. ONLINE ENROLLMENT

Visit: [www.enrollwithsmart.com](http://www.enrollwithsmart.com)

### 2. FIND YOUR SCHOOL

Enter your school's name in the search box. Make your selection by clicking the green circle.

### 3. SECTION 1 – WHO WILL PAY?

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

### 4. SECTION 2 – WHO WILL ATTEND?

Enter the names and grades of the children who will attend the school.

### 5. SECTION 3 – HOW & WHEN TO PAY?

Review the payment plans offered by your school and choose one. The payment 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.

### 6. SECTION 4 – SUBMIT

Review Smart Tuition's terms and conditions. Click SUBMIT ENROLLMENT to complete your online enrollment.

### ACCOUNT ACTIVATION

Once your school has reviewed and activated your account, you will receive an email with login instructions.

To view your balance, make payments, update your personal information, or chat with a live representative, access your Smart Tuition account at [www.parent.smarttuition.com](http://www.parent.smarttuition.com).

The Smart Tuition program manages tuition payments and follows the policies established at the school. Decisions regarding tuition amounts, tuition aid, scholarships, and all other tuition related items are made by your school.

We look forward to working with you and your family this year! Our Parent Help Center is always available to assist you. We're open 24 hours a day, 365 days a year. Call us at (888) 868-8828.



## WAYS TO PAY:



### AUTO DEBIT

Set up automatic withdrawal from your bank checking or savings account.



### AUTO CREDIT CARD PAYMENT

If your school allows credit cards then you can set up regularly scheduled payments from yours.



### ONLINE PAYMENTS

Convenient and secure payments can be made online at [parent.smarttuition.com](http://parent.smarttuition.com).



### MOBILE APP PAYMENTS

Download our Apple or Android mobile app and make payments from your favorite device.



### BANK BILL PAYMENT SERVICE

Utilize your bank's online bill pay service to send payments to Smart Tuition. Schedule your payment at least 7 days prior to your due date.



### PAY WITH CASH

Cash is accepted at participating 7-Eleven, Family Dollar, or Ace Cash Express locations. Log in to your Smart account for more information.



### PHONE

Call us toll free and make a touch tone phone payment or talk to live parent support 24 hours a day.



### MAIL

Send your invoice payment stub with your check or money order in the mail.

## CONNECT WITH US:

### ENROLL WITH US:

[www.enrollwithsmart.com](http://www.enrollwithsmart.com)



(888) 868-8828



[parents@smarttuition.com](mailto:parents@smarttuition.com)



[parent.smarttuition.com](http://parent.smarttuition.com)



**SMART TUITION**  
Financial Solutions for Schools and Parents™

ENROLLMENTS  
FOR PARENTS

00128089

## WELCOME TO SMART TUITION

Smart Tuition has been in business over 25 years serving private school families. We make paying your school tuition easy and convenient.

We offer:

- Flexible monthly payment options
- Multiple payment choices
- Online account information
- Mobile app for Apple and Android devices
- Detailed invoices
- Email & text message reminders
- 24 Hour parent help center
- English/Spanish phone support
- Live chat from your online account
- Cash payment acceptance at 7-Eleven, Family Dollar, and Ace Cash Express
- Some schools allow credit card payments via MasterCard, Discover, American Express, and Visa

Get started by enrolling and setting up your Smart Tuition account today!

## ENROLLMENT INSTRUCTIONS

### 1. Online Enrollment

Visit: [www.enrollwithsmart.com](http://www.enrollwithsmart.com)

### 2. Find Your School

Enter your school's name in the search box. Make your selection by clicking the green circle.

### 3. Section 1: Who Will Pay?

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

### 4. Section 2: Who Will Attend?

Enter the names and grades of the children who will attend the school.

### 5. Section 3: How and When to Pay

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.

### 6. Section 4: Submit

Review Smart Tuition's terms and conditions. Click SUBMIT ENROLLMENT to complete your online enrollment.

### 7. Confirmation

Upon online enrollment completion, a confirmation page will display and a confirmation email will be sent to you.

### 8. Account Activation

Once your school has reviewed and activated your account, you will receive an email with login instructions.

To view your balance, make payments, update your personal information, or chat with a live representative, access your Smart Tuition account at [www.parent.smarttuition.com](http://www.parent.smarttuition.com)

PLEASE NOTE: The Smart Tuition program manages tuition payments and follows the policies established at the school. Decisions regarding tuition amounts, tuition aid, scholarships, and all other tuition related items are made by your school.

**We look forward to working with you and your family this year!**

Our parent help center is always available to assist you. We're open 24 hours a day, 365 days a year.

# ENROLLING ONLINE IS A QUICK AND EASY PROCESS!



**SMART TUITION**  
Financial Solutions for Schools and Parents™



## General Information – FAQ's

**Smart Tuition provides tuition management services for schools. Services for parents include online account access, tuition and fees invoicing, payment processing, and 24 hour customer service.**

### **Whom should I contact if I have questions regarding my bill?**

You can call our parent call center at (888) 868-8828 and a Smart Tuition Representative will be happy to assist in answering your questions. ***We are available 24 hours a day, 7 days a week, 365 days a year!***

Our team of specialists is able to:

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

### **What credit cards does Smart Tuition accept?**

Depending upon your school's policy, Smart Tuition accepts *Visa, MasterCard, American Express* and *Discover* credit and debit cards. Please note that a 2.65% convenience fee will apply. You can use your credit card to make monthly recurring payments. ***Visa Checkout™*** virtual wallet is also available.

### **Can I pay by check?**

If you would like to use your checking account to pay, you can do this by mailing a check, making a one-time payment online, calling in a payment by phone, or by setting up automatic monthly payments directly from your checking or savings account.

### **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 might not electronically transfer funds to Smart Tuition. Your bank may mail a paper check to us. We advise you to set up your online bill pay to occur at least 7 days prior to your due date to ensure the check is received and processed by your scheduled due date.

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

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

### **What if I think an amount on my bill is incorrect?**

If you disagree with any of the amounts on your bill, you can contact our Parent Help Center. We will contact the school on your behalf to clarify the amount due. Smart Tuition is not authorized to modify the amount of tuition due or to arrange for alternative payment plans without your school's approval.

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

Smart Tuition offers two immediate payment options including:

- Pay online at [www.parent.smarttuition.com](http://www.parent.smarttuition.com)
- Pay over the phone 24/7, 365 days a week, by calling (888) 868-8828

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

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

Payments are due on or before your due date. There is no grace period. If your payment is not made by your due date, or you are carrying an outstanding balance, a \$40 Follow Up Service 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 avoid any future fees.

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

A fee of \$30 will be applied to your account for any failed payment processed via auto-debit, phone, web or failed check payments. Your bank may also impose additional fees.

**How can I setup new banking information to pay automatically each month?**

Changes to banking information MUST be made at least three business days before your next scheduled debit. You can update your banking or recurring credit/debit card information by logging in to your account at [www.parent.smarttuition.com](http://www.parent.smarttuition.com) or you can call us directly at (888) 868-8828.

**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 (if you are not on automatic debit)
- See an itemized breakdown of tuition, fees and discounts billed to your account

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

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

**Thanks for being a Smart Tuition Customer! If you have any questions or concerns, contact us at [info@smarttuition.com](mailto:info@smarttuition.com).**

