



In 2018-19, Mater Dei Child Care Center will be using Smart Tuition as our tuition invoicing and payment service.

- ✓ Payment processing methods
  1. You will be able to pay by check, credit card, or by debiting your checking or savings account.
  2. You will be able to submit payment by mail, by phone or through a secure website or via mobile apps.
  3. 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.
  4. You will be able to pay with cash your local participating 7-11, CVS and ACE Cash Express. See accompanying instructions for how to do so through your Smart Tuition account.
  
- ✓ Online account management
  1. You will be able to edit your profile online, including payment options, etc.
  2. You will be able to access and print monthly billing details and payment history.
  3. You will be able to review your payment history, including when your last payment was received.
  4. Families will be able to include all of their attending children on one account for easier management.
  
- ✓ Flexible billing and reminder options
  1. 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
  2. You will be able to choose to receive paper invoices 20 days in advance of the due date.
  
- ✓ Customer service
  1. You will have access to Smart Tuition customer service staff. Through a toll-free number, can speak with a live agent or do live chat.

Smart Tuition has created an online enrollment site just for our families. Please continue reading the next page for more details. Also, please review the enclosed Frequently Asked Questions document to learn more about Smart Tuition as well as, how to access your account. If you have any questions or concerns, please contact the child care center at 215-799-2211.

**NOTE:** The Mater Dei Child Care Center requires parents to pay a Registration Fee and a down-payment equal to one month's billing rate. These are to be paid to the child care center, directly, at the time of registration. Upon payment, you will then be prompted to register for a Smart Tuition account.



Time to sign up with Smart Tuition! An online enrollment site has been created just for our families. If you are ready to get started with enrolling online, please follow the instructions below:

**BEGIN.** Visit the family enrollment site at [www.EnrollWithSmart.com](http://www.EnrollWithSmart.com). Click on **CREATE A NEW ACCOUNT** under “I do not have a Smart Account.”

**CHOOSE “MATER DEI CATHOLIC SCHOOL DBA MATER DEI CHILDCARE”.** Under “Find your child’s institution by name or ID”, search for us by name or enter our **Smart School ID #13905**.

**WHO WILL PAY?** Enter one parent/guardian as the primary account holder. S/he will be responsible for paying the student(s) charges. Enter the bill payer’s contact information. Please be sure to include telephone number and email address, as Smart Tuition regularly communicates important information about your account.

**WHO WILL ATTEND?** Enter your child’s name and select his/her grade: Infant or Toddler  
**NOTE:** If you have more than one child attending, add them to the one account. Do NOT register them individually. If you need to add a child, at a later time, please contact the childcare center.

**HOW & WHEN WILL YOU PAY?** Review the available payment plans and due dates and choose one.

Now select your preferred method of payment:

- **Mail me an invoice.** Your tuition invoice will be mailed approximately 20 days before the due date. You are welcome to make payment by mail by check or money order payable to Smart Tuition (Smart Tuition does not accept cash payments). Payment may also be initiated from your bank or financial institution. Please note that your financial institution will not electronically transfer the payment to Smart Tuition—a check will be mailed. To ensure payment is received on time, set up your online bill pay to occur 7-10 days before your bill’s actual due date.  
**NOTE:** you may pay with cash at your local participating 7-11, CVS and ACE Cash Express (see accompanying instructions). If you chose to do so, you must select Mail me an Invoice as an option.  
**There is a \$4.99 processing fee to pay with cash.**
- **Automatically debit my bank account.** If an automatic debit from a checking or savings account has been selected, emails are sent approximately 10 days before your scheduled due date and will contain the debit amount.
- **Automatically charge my credit card/debit card.** If an automatic charge to your credit card/debit card account has been selected, emails are sent approximately 10 days before your scheduled due date and will contain the charge amount. Visa, MasterCard, Discover, or American Express cards are accepted. **A 2.85% convenience fee will be assessed for each credit/debit card transaction.**

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

**CONFIRMATION.** Upon online enrollment completion, a confirmation page will display and a confirmation email will be sent to you. Billing will be applied to the account, by the child care center, after the enrollment process. Once billing is applied, your account will be activated and you will be emailed instructions on how to access/view it.



## Frequently Asked Questions

**How do I access my account information?** You may access your account, at any time, by going to the Smart Tuition Parent website. Once your account is set-up with billing, you will receive a Welcome Email upon its activation. By going to **parent.smarttuition.com** you will be required to set-up your unique password by clicking on First Time User. Once your log-in credentials are established, you will be able to view all activity and personal information.

Email Note: **As Verizon has decided to discontinue its email domain, Smart Tuition cannot send emails to Verizon.net email accounts unless you have them converted to an AOL email domain. Please contact your Verizon Support Team for instructions on how to do so.**

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

1. Credit 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 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 (checks or money order payable to Smart Tuition). 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 **13905**. **There is no convenience fee for mail-in payments.**
4. **Cash** - Using your Smart Tuition account, you may pay with cash at your local participating 7-11, CVS and ACE Cash Express (see accompanying instructions). **There is a \$4.99 processing fee to pay with cash.**

**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 note that your financial institution does not electronically transfer the payment over to Smart Tuition. They will mail a check to Smart Tuition. To ensure your payment is received on time, please set up your online bill pay to occur 7-10 days before your due date.

**How do I get billed?** If the primary account holder elects to make payments through the mail, 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 3<sup>rd</sup> party vendors.

**Can I switch my payment method?** Your payment method may be changed by contacting Smart Tuition's parent support center, your child care center's business office or on our secure website.



**Can I switch my payment due date?** No, the payment date is the 22<sup>nd</sup> of the month for everyone.

**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 \$40 will be assessed to your account if it is not made current. Late fees are assessed if a payment is made after the scheduled due date or if there is an outstanding balance due from a previous month(s).

**What happens if a payment fails?** In the event that your payment fails, a \$30 Bank Fee will be posted to your account. Your payment will be re-attempted 10 days later if the initial payment failed. If you know the 2<sup>nd</sup> attempt will fail, you must contact the child care center immediately to review. If the re-attempt fails, another \$30 Bank Fee will be assessed to the account.

**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)