



## ONLINE TUITION GENERAL INFORMATION & FAQs

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### Why is FPD making the change to Smart Tuition?

A growing number of FPD families have requested that we offer online tuition management services. We are very glad to be honoring those requests! This will make it easier for families to manage their tuition accounts as well as additional charges such as the dining plan, school supplies, and other items that are billed to your tuition account.

### What can I do on my Smart Tuition account online?

You can do the following:

- Make a payment or set up automatic payments
- Review payment history
- Change/edit your payment information
- Update your username and password
- View and print invoices
- See an itemized breakdown of tuition, fees and discounts billed to your account

### How will this change the way that I pay my FPD tuition and fees?

It will now be much easier to make your payments! You will be able to view your tuition statement online at any time and easily pay online. The options for payment will include the following.

#### **Paying by Credit Card:**

Smart Tuition can accept VISA™, MasterCard™, American Express™ and Discover™ credit and debit cards. Please note that a convenience fee will apply. VISA Checkout™ virtual wallet is also available.

#### **Paying 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. If you are mailing a check, please mail it to Smart Tuition at PO BOX 11731, Newark, NJ 07101-4731 OR to Smart Tuition at PO BOX 54228, Los Angeles, CA 90054-0228. Please remember to include your Smart Family ID.

#### **Paying by Bank Online Bill Pay Service:**

You can utilize your bank's online bill pay service to send payments to Smart Tuition. **Please note:** Online bill pay might not electronically transfer funds to Smart Tuition; instead, your bank may mail a paper check to us. We advise you to set up your online bill pay to occur at least 7-10 days prior to your due date to ensure the check is received and processed by your scheduled due date.

#### **Other Payment Options:**

While we are encouraging our families to use the online options, we understand that some parents have a preference to pay by check in person. This can still be done at our Administration Office.

### When will my Smart Tuition account become active?

Tuition and fees for the 2018-19 school year will be managed through Smart Tuition, with the first monthly tuition installment due June 1, 2018. Between now and then, you will receive an email to set up your Smart Tuition account. Thereafter, you will receive regular communications from Smart about your FPD account.

## What is the quickest way to make a payment?

Smart Tuition offers two immediate payment options including:

- Pay online at <https://parent.smarttuition.com>
- Pay over the phone by calling (888) 868-8828

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

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

There are three primary ways to address questions about your FPD bill. Use the one that works best for you.

- You can access your account to check balances, view details and make payments online 24 hours per day.
- Contact Smart Tuition's Parent Contact Center at (888) 868-8828. They can....
  - provide you with balance and account information
  - take a payment or update your payment information
  - review your payment history
  - update your personal and contact information
  - provide or change your online username and password
  - address concerns regarding your account

Contact the FPD business office for billing questions. We are glad to speak with you at any time! Continue to reach out to Kay Sexton at [kay.sexton@fpdmacon.org](mailto:kay.sexton@fpdmacon.org) or Charlie Parrish at [charlie.parrish@fpdmacon.org](mailto:charlie.parrish@fpdmacon.org) or (478) 477-6505.

## Why is my monthly amount different each month?

Your total due may change month to month due to optional services you purchase, such as FPD dining, instructional support, and after school enrichment services. Since you will have 24/7 online access to your account, you can see the detail of what makes up your monthly charges.

## What is FPD's late payment policy?

Payments are due on the first of the month, and become past due on the twentieth of that month. Late fees apply for payments received after the twentieth. If your account becomes more than 60 days past due, an additional \$40 follow-up service fee may apply. See FPD's *Tuition & Payment Policy* document at <http://www.fpdmacon.org/tuition> for details.

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?

Yes. 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?

Changes to banking information should 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 [parent.smarttuition.com](http://parent.smarttuition.com) or you can call us directly at (888) 868-8828.

## How do I set up my Smart Tuition account?

Look out for an email from Smart Tuition over the next few days. The email will provide a link for you to review and edit your family information, and set up your Smart Tuition account.

## Questions?

We are glad to help you with questions! This is a positive change for FPD families, but we also acknowledge that change can be a little bumpy sometimes. If you have any questions, feel free to contact any of the following.

- Kay Sexton, FPD Student Billing Coordinator at [kay.sexton@fpdmacon.org](mailto:kay.sexton@fpdmacon.org) or (478) 477-6505
- Charlie Parrish, FPD Chief Financial Officer at [charlie.parrish@fpdmacon.org](mailto:charlie.parrish@fpdmacon.org) or (478) 477-6505
- Smart Tuition at [info@smarttuition.com](mailto:info@smarttuition.com) or (888) 868-8828.