



## St. Teresa's Academy

### Blackbaud Tuition Management

### Frequently Asked Questions

- 1. Why does St. Teresa's Academy use a tuition management company?** Blackbaud Tuition Management ("Blackbaud") enables us to offer multiple efficient payment options to our parents and gives us better control over our school's cash flow.
- 2. What is billed on my Blackbaud Tuition Management invoice?** Tuition, school-related fees (such as technology, annual registration, sports, AP exams, etc.), and the \$45 Blackbaud account administration fee will be detailed on your invoices.
- 3. When will my payment be due?** The first payment is due July 10<sup>th</sup>, with all following payments due on the 10<sup>th</sup> of the month according to the plan you selected.
- 4. How will I receive my invoices?** Blackbaud will send you an invoice 20 days prior to the due date either by email or regular mail, depending on the option you selected during enrollment. If you chose automatic payments, Blackbaud will email you a debit reminder 10 days prior to the due date.
- 5. How can I pay my bill?** You can pay online (either through ACH debit from your bank account or with your credit/debit card), by check, or by phone. Payments made by phone and online are posted the same day they are received. You may also set up automatic payments from your bank account or credit/debit card. You may change your payment method at any time.
- 6. Can I use a debit card instead of a credit card?** Yes. Please be aware that a credit/debit card payment will have a card usage fee applied to the transaction. However, if your payment is made directly from your bank account or by check, there is no fee.
- 7. What credit cards does Blackbaud Tuition Management accept?** Blackbaud accepts Visa, MasterCard, American Express and Discover credit/debit cards. You may also use your credit/debit card to make a monthly recurring payment. Please note that a credit/debit card usage fee will apply.
- 8. Can I pay by check?** Yes. If mailing a check, please include your Blackbaud Family ID on your check to ensure the quickest processing of your payment, and mail it to Blackbaud Tuition Management, PO Box 54228, Los Angeles, CA 90054-0228. Utilizing your bank account, you may also call Blackbaud at 888-868-8828 to make a payment by phone, or log into your Blackbaud account online at <https://parent.blackbaud.school/> to make a one-time payment or to set up automatic monthly payments directly from your checking or savings account.
- 9. Can I pay using my bank's online bill pay service?** Yes. However, your bank's online bill pay service might not electronically transfer funds to Blackbaud; it may instead mail a paper check. If choosing this payment option, 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.

**10. How do I set up automatic payments?** You can easily schedule automatic payments from your bank account or credit/debit card. Log into your Blackbaud account online at <https://parent.blackbaud.school/> and select the “Edit My Profile” tab at the top of your screen. Next, scroll down to the box labeled: “My Payment Method” and click “Update” to enter your information. You need to complete all three steps to initiate automatic payments. Automatic payments must be set up more than 3 days before your payment due date.

**11. How can I set up new banking information to make automatic monthly payments?**

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 <https://parent.blackbaud.school/> or calling Blackbaud directly at (888) 868-8828.

**12. When do I make these payment choices?** For new families: You will make these payment choices when you initially set up your Blackbaud account. You will receive specific enrollment instructions via email from the Director of Recruitment and Enrollment, or you can enroll in person at Freshman Registration Night. For returning families: You are automatically re-enrolled in May with an updated Blackbaud Family ID, and all payment settings are carried forward. If you wish to change your payment plan (annual, semi-annual, quarterly, or monthly), please contact the school’s Business Office prior to June 1<sup>st</sup>.

**13. I pay my tuition in full in July; do I still need to be enrolled with Blackbaud?** Yes.

Nearly all school fees are billed through Blackbaud, including fees for sports, sports travel, Interim Week, AP exams, graduation, registration, etc.

**14. What if I have a question or want to make a change to my profile?** The Blackbaud parent contact center can be reached by phone at 888-868-8828, Monday through Friday from 7:00 am – 1:00 am ET as well as Saturday and Sunday from 9:00 am – 5:30 pm ET. You can also log into your account at <https://parent.blackbaud.school/>. For questions about a specific item billed on your invoice, please call the school’s Business Office.

**15. 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.

**16. What is the late payment policy?** Payments are due on or before the 10<sup>th</sup> of each month, starting in July. There is no grace period. If your payment is not made by the due date, a \$30 late fee will be assessed to your account.

**17. I have a Blackbaud Tuition Management account with another child's school. Can I use that same account?** No. Blackbaud requires a separate account for each school, so you will need to set up an account specifically for St. Teresa's Academy.

**18. How do I update my username and password?** You can update your password for your Blackbaud account directly at <https://parent.blackbaud.school/>. Or you can call Blackbaud at (888) 868-8828 and a representative will be able to update your username and password.