



## TuitionPay

### FAQ Page for Parents

We are pleased your child's school is working with Diamond Mind to enable online tuition payments. We hope this information answers questions you may have about our role and helps you get started with the online tuition payment process.

#### **WHO IS DIAMOND MIND?**

Diamond Mind by Community Brands is the leading expert in campus-wide payment solutions for independent schools. We work with 1,700+ schools nationwide and process over \$1.8B annually.

#### **IF I HAVE A QUESTION ABOUT A PAYMENT, DO I CALL MY SCHOOL OR DIAMOND MIND?**

You call your school. Diamond Mind provides a method for your payment and processes that payment, but it does not oversee the management of student accounts. Your school is still the main contact for billing questions. You will have access to your tuition payment history online, but if a question remains, it's recommended that your first point of contact be your school's business office.

#### **WHAT IS A PAYMENT SERVICE PROVIDER AND WHY DOES MY SCHOOL USE ONE?**

When payments are accepted electronically, a service provider is required. Every school that accepts electronic payments and credit cards needs a provider, whether that is a bank or a vendor such as PayPal. Your school has chosen Diamond Mind, in part, because we work exclusively with independent schools. We simplify the acceptance, processing, and reconciling of payments.

#### **ARE YOU LIKE HES?**

Not really. Diamond Mind is not a tuition management company. Management companies are contracted by schools to outsource all aspects of tuition acceptance: billing, payment plans, payment acceptance and, if necessary, collection. Diamond Mind enables schools to maintain control over these

steps so that schools can provide payment flexibility, receive payments directly, and maintain a closer family/school relationship.

#### **IS MY ONLINE PAYMENT SECURE?**

Yes! Diamond Mind is certified to be fully PCI (Payment Card Industry) compliant and adheres to the highest payment card industry data security standard.

#### **WHY SHOULD I MAKE A TUITION PAYMENT ONLINE?**

Convenience isn't the only reason. Payment status will be easy to confirm, and you'll have increased payment security. You and the school will immediately receive a payment receipt and have immediate online access to your tuition payment history.

#### **WHEN I'M READY TO MAKE A TUITION PAYMENT ONLINE, HOW DO I DO THAT?**

You will find the payment portal link on the school's website, your billing invoice, and other communication from the school. You will enter the name of the student for whom you are making a payment, and as you move forward, you will enter information such as the payment method you choose. When the payment is complete, you will receive an automated receipt. No more handwritten entries in your checkbook! See more details on the next page

#### **IS THERE A FEE TO USE THE PAYMENT PORTAL?**

There is a small fee to offset minor processing costs associated with accepting electronic payments. These fees will be clearly displayed, and you will proactively "opt in" by checking a box to accept your school's terms.

