

2021-22 SMART TUITION FREQUENTLY ASKED QUESTIONS

How do I access my account information? Once you sign your online enrollment contract, you will have access to a Smart Tuition account, which can be accessed through our school portal - <https://mhsmi.myschoolapp.com/>

After logging into the school portal, click on Resources to go to the Parent Resource Board. While there, click on the Smart Tuition tile. You will be automatically re-directed into your Smart Tuition account.

How do you pay?

These are available options for you to choose from:

1. Credit Card/Debit 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/debit 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’s payment processing center (checks or money order made payable to Smart Tuition). The mailing address will be included in your invoice statements. 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 **14793**. **There is no convenience fee for mail-in payments.**

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 check with your financial institution to see if they do “Online Bill Pay” with Smart Tuition. If not, they will mail a check, on your behalf, to Smart Tuition. In this case, 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 by check, 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.

Can I switch my payment method?

If you are signed up for auto-debit or recurring credit card payments, your payment method may be changed by contacting Smart Tuition's Parent Support Center or on your secure online Smart Tuition account. A minimum of 3 business days' notice, prior to your due date, is required to make changes or updates to your payment method.

If you are looking to switch from auto debit or recurring credit card to check payments, you may enter a request for change with Smart Tuition's Parent Support Center. It will be reviewed with the school for approval. A minimum of 10 business days notice, prior to your due date, is required for a review and response.

What happens if there is a late payment?

Smart Tuition will contact the primary account holder by text and email if a payment is not received, in full, by the due date selected. If payment is not received within 10 days of the due date, a 1.5 % (.015) finance charge will be assessed on the cumulative outstanding balance, including course fees and transportation fees.

What happens if a payment fails?

In the event that your payment fails, a \$30 Bank Fee will be posted to your account. If you pay by ACH method, your payment will be re-attempted 10 days later if the initial payment failed. If you know the 2nd attempt will fail, you must contact the Smart Parent Support Center immediately to review. If the re-attempt fails, another \$30 Bank Fee will be assessed to the account. Smart Tuition does not re-attempt failed credit card payments. Those must be made up, manually, by the payer.

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)