



St. John's Lutheran Evangelical Church & School
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BLACKBAUD TUITION MANAGEMENT WELCOME LETTER

January 2023

Dear Parents & Guardians,

St. John's Lutheran School will be partnering with Blackbaud Tuition Management (formerly Smart Tuition). <https://www.blackbaud.school/> or the processing and collection of tuition and fees for the **2023-2024 School Year**. St. John's, along with other faith based and private schools, are using commercial tuition management systems like Blackbaud Tuition Management to better serve our school families.

The purpose of this letter is to provide a brief introduction to the tuition collection system. Blackbaud Tuition Management will offer both monthly and single annual lump-sum payment plans.

With Blackbaud Tuition Management, you will be able to:

- **Select a monthly payment method that works best for you.**
 - Blackbaud Tuition Management can send you an invoice monthly allowing you the option to mail in a payment, make a payment over the phone, or make a payment over the web.
 - Blackbaud Tuition Management can automatically debit your credit card, checking account, or savings account on a monthly basis.
- **Manage your Blackbaud Tuition account online.**
 - You can edit your own profile, including your contact information, payment options, and more.
 - You can review and print your monthly billing details and payment history.
 - You can make payments through Blackbaud Tuition Management's secure website.
- **Receive payment and follow up reminders.**
 - If you set-up to pay automatically, Blackbaud Tuition Management will e-mail you a reminder of your upcoming payment 7-10 days before your due date.
 - If you happen to miss a payment or have an outstanding balance, they will remind you by email and phone.
- **Speak to a customer service representative 24 hours a day, 7 days a week, 365 days a year.**
 - Blackbaud tuition Management has a helpful and experienced customer service staff available 24/7.
 - Their customer service team can help answer questions about your account and also take a payment over the phone.

Sincerely,

Mr. Robert Holls
Chairman, St. John's Lutheran School Board of Christian Education

Blackbaud Tuition Management FAQs

The following is a brief overview of how your account will be handled using Blackbaud Tuition.

PRIMARY ACCOUNT HOLDER

One parent or guardian must be listed as the primary account holder. The person named will be issued a username and password to access their account on Blackbaud Tuition Management's secure website. This person will be responsible for paying the student(s) charges. The primary account holder may allow for an additional authorized person to access the account in order to view information, make payments, or make account changes.

PAYMENT METHOD OPTIONS

On the enrollment form, there will be two options available for you to choose from.

1. Automatic Debit from your checking or savings account, or from your credit card. Mastercard, Visa, Discover, or American Express cards are accepted.
2. Payment by mail to Blackbaud Tuition Management (checks or money order payable to Blackbaud Tuition Management).

ADDITIONAL METHODS TO MAKE PAYMENT

1. A payment can be made through the Blackbaud Tuition Management secure website.
2. A payment can be made over the phone by calling Blackbaud Tuition Management's toll free customer service line.
3. Online payment initiated from your bank or financial institution. *Please note that your financial institution does not electronically transfer the payment over to Blackbaud Tuition Management. They will mail a check to Blackbaud Tuition Management. To ensure your payment is received on time, please set up your online bill pay to occur 7-10 days before your due date*
4. Blackbaud Tuition Management accepts cash payments around the clock at every neighborhood 7-Eleven store location.

BILLING

If the primary account holder elects to make payments through the mail, Blackbaud Tuition Management will mail the invoice approximately 20 days before your due date. If an automatic debit from a checking, savings, or credit card 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.

SWITCHING PAYMENT METHOD

Your payment method may be changed by contacting Blackbaud Tuition Management or on our secure website. A minimum of 3 business days notice is required to make changes or updates to your payment method.

DELINQUENT PAYMENTS

Blackbaud Tuition Management will contact the primary account holder by telephone and email if a payment is not received in full by the due date selected. A \$40 follow-up service fee will be assessed to your account when a payment is not received on time.

BANK FEES

In the event that your payment fails, a \$30 Bank Fee will be posted to your account.

ACCESSING ACCOUNT INFORMATION

You may access your account at any time by going to the Blackbaud Tuition Management website. Once we receive your Blackbaud Tuition Management enrollment form and your account is established, you will receive your unique username and password by mail about 15-20 days prior to your first due date. By going to the Blackbaud Tuition Management website at <https://parent.blackbaud.school/> you will be able to view all activity and personal information.

QUESTIONS REGARDING YOUR ACCOUNT

If you have any questions regarding your account activity or are in need of assistance, contact the Blackbaud Tuition Management Parent Help Center at 1-888-868-8828. The Parent Help Center is open 24 hours a day, 7 days a week, 365 days a year.

Blackbaud Tuition Management – Enrollment Procedure for New Families Only

Step #1 - Parents must first pay Registration Fee directly to St. John's.
Then, after May 15th, parents should complete Step #2.

Step #2 - Parents must enroll with Blackbaud Tuition Management *online*.
See enrollment instructions below.

*You cannot transfer a Tuition Account from one school to another.
You must open a New Blackbaud Tuition Management Account to enroll in St. John's Lutheran School on Staten Island.*

Payment Schedule for Tuition and Fees

All tuition and fees (except Registration Fee) must be paid DIRECTLY to Blackbaud Tuition Management

- Single Lump-Sum Tuition Payment – due July 1st. (Payment should also include Technology/Assessment Fee.)
- Monthly Tuition and Technology/Assessment Fee Payments
– Due 1st, 11th, or 30th day of month (parent's choice)

First payment in July

Last payment in May

Blackbaud Tuition Management ENROLLMENT INSTRUCTIONS

To enroll online, please follow the instructions below:

1. BEGIN THE ONLINE ENROLLMENT PROCESS

Please go to <https://enroll.blackbaud.school>

2. CHOOSE YOUR CHILD'S SCHOOL

Search for your child's school by school name or School ID (**St. John's Lutheran School on Staten Island** has School ID **12564**). If you choose by school name make sure it's the one on Staten Island; there are many St. John Lutheran Schools throughout the USA.

3. WHO WILL PAY?

Enter the parent, guardian, or bill payer's contact information. Please provide your telephone number and email address, as Blackbaud Tuition regularly communicates important information about your account via telephone and email.

4. WHO WILL ATTEND?

Enter the name and grade of the children who will attend the school.

5. HOW & WHEN TO PAY?

Review the available payment plans offered by your school and choose one. The payment plans listed are selected by your school and cannot be changed by Blackbaud Tuition without school permission. Then, tell us 'how' and 'when' you will make payments. Select your preferred method of payment and due date from the options offered by your school.

6. CONFIRM

Review your information and Blackbaud Tuition Management's terms and conditions. Once complete, click on submit enrollment.

After completing the form, you will be presented with a confirmation page and your information will be submitted to **St. John's Lutheran School** for review and account activation.

Blackbaud Tuition Management manages the tuition payment program for your school and follows the policies established by your school. Please note that tuition amounts, fees, schedules, and all other related decisions are made by your school.

We look forward to working with you and your family this year! Our parent help center is always available to assist you. We are open 24 hours a day, 365 days a year.
Call us at 1-888-868-8828.