



PROVIDENCE DAY
SCHOOL

Smart Tuition FAQs

Why does Providence Day School use a tuition management company? In response to our parent’s requests for centralized billing for all PD programs, flexible payment options and 24/7 online account access we have partnered with Smart Tuition.

What is billed on my Providence Day Smart Tuition invoice? You will see all of the same items on your Smart Tuition invoice that were previously on your internally prepared invoices – tuition, after school and other various fees. In addition, we are in the process of moving all trip fees, testing fees, etc. to Smart Tuition.

What are my payment options? We offer four payment options for our families:

Payment Plan	Payment Due	Grace Period
Traditional Payment Plan A (Pre-Payment in Full 1.5% discount)	May 20 th	5 days
Traditional Payment Plan B (1st payment 50%, 2nd payment 25%, 3rd payment remainder of tuition)	1 st or 20 th of the month	5 days
Extended Payment Plan A (10 monthly payments July-April)	1 st or 20 th of the month	5 days
Extended Payment Plan B (12 monthly payments May-April)	1 st or 20 th of the month	5 days

Please Note: If you know that the payment due date above will not work for your upcoming payment, you must call Smart Tuition **5 business days in advance** of the due date. You can also reach out directly to Claudia Trower, Student Billing Manager at 704.887.7023 with any questions.

How will I be notified of my balance due? When you setup your Smart Tuition account you will be asked to specify how you would like to receive your statement. You can choose to have your statements emailed or mailed. It is important to keep your Smart Tuition profile up to date with your mailing address and email address, since this is our way to communicate with you relative to your student account(s). Invoices will be mailed approximately 20 days before your due date. If an automatic debit has been selected you will receive a reminder email approximately 10 days before your scheduled due date. Your complete billing information is available online, anytime.

How can I pay my bill? Payments can be made by check, phone, online, credit card, or through automatic payments from your bank account. You can change your payment method at any time.

Can I use a debit card instead of a credit card? Yes. Please be aware that credit card and debit card transactions are assessed a 2.85% processing fee. This fee covers the bank and merchant fees and is not remitted to Providence Day. Automatic bank account debits have no additional fees attached.

What if I pay my bill late? Smart Tuition will contact the primary account holder by telephone and email if a payment is not received in full within 5 days of the due date selected. A \$40 fee will be assessed to your account when a payment is not received on time. Historically, Providence Day assessed a 1.5% of the balance due as a late fee. We urge you to contact Smart Tuition or Providence Day Student Billing in advance if your payment will be late. This will allow us to make alternative payment arrangements.

How do I establish my Smart Tuition account and update my information?

For returning families: During reenrollment you are prompted to visit Enroll with Smart Tuition to pay your deposit. This will create your new account for the next school year.

For new families: Complete the Smart Tuition enrollment by clicking [here](#). Please only create one account. You will receive a welcome letter from Smart Tuition with your unique username and password 15-20 days prior to your first due date. If you have any questions, please contact Smart Tuition at 888.868.8828 or Claudia Trower, Student Billing Manager at claudia.trower@providenceday.org or 704.887.7023.

I pay my tuition in full in May. Do I still need to be enrolled with Smart Tuition? Yes, In addition to tuition, after school, trips, testing and other fees throughout the year will be processed by Smart Tuition.

What if I have a question or want to make a change to my profile? For your convenience, you may contact Claudia Trower, Student Billing Manager at 704.887.7023 or via email at claudia.trower@providenceday.org for items on your bill, payment information, or other questions about your Smart Tuition account. The Accounting and Finance Office is open Monday-Friday from 7:45am-4:30pm to assist you. Smart Tuition representatives are also available 24/7/365 at 888.868.8828 or click [here](#) to visit Smart Tuition's website.

How will I see my invoice information? For new parents, once your Smart Tuition enrollment form has been processed, you will receive a welcome letter that will give you a login and password for your account. With those credentials you will have access to all of your billing and payment information. Returning parents can use their existing login and password information.

What about security of my personal information? Smart Tuition is PCI Compliant, 403™ Secured and treat your privacy and security as a number one priority. They will not share or sell any of your information. Please click [here](#) for additional information.