

Dear Parents,

Our partnership with Blackbaud Tuition Management continues to offer you many options to pay tuition and school fees. Their customer service team is accessible, efficient, and friendly. Tuition Management has been providing this service to schools and parents for over 25 years and they serve over 2,500 schools nationwide.

Here are some of the benefits for you:

· **Payment processing methods**

- You will be able to pay by check, credit card, or by debiting your checking or savings account.
- You will be able to submit payment by mail, by phone or through a secure website.
- You will be able to set-up auto-bill options for checking/savings account or credit card payments, meaning you never have to worry about forgetting a bill.

· **Online account management**

- You will be able to access your account directly from the school portal resource board (*see FAQs for more details*).
- You will be able to edit your profile online, including payment options, etc.
- You will be able to access and print monthly billing details and payment history.
- You will be able to make payments through a secure website.
- You will be able to review your payment history, including when your last payment was received.
- Families will be able to include all of their students on one account for easier management.

· **Flexible billing and reminder options**

- You will be able, with auto-bill, to choose to receive a reminder via email or text of your upcoming payment 10 days before your due date or;
- If you pay by check, you will be able to choose to receive emailed invoices 20 days in advance of the due date.

· **Customer service**

- You will have access to Blackbaud Tuition Management customer service staff. Through a toll-free number, can speak with a live agent or do live chat. Toll-free number: – (888)868-8828

Please be sure to review the enclosed FAQs document to learn more about Blackbaud Tuition Management as well as how to access your account. **If you have any questions or concerns, please contact the Business Office at 248-893-3546.**

We look forward to working with your family this year!

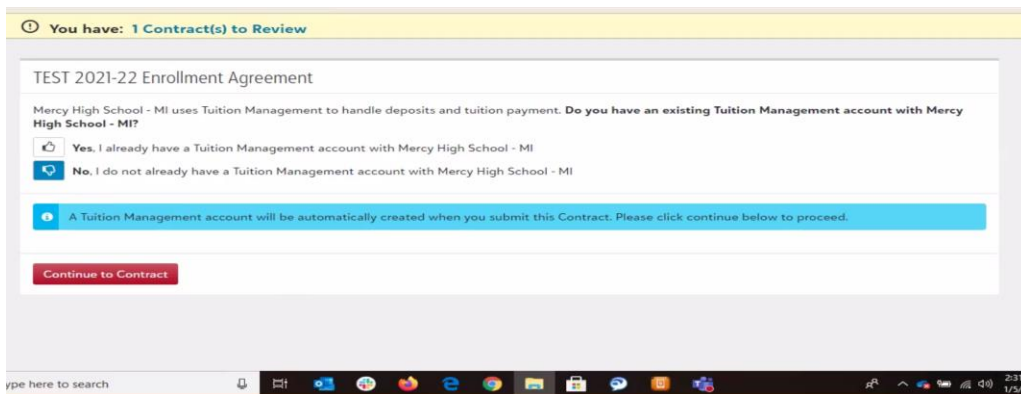
Sincerely,

Laura Weller  
lweller@mhsmi.org  
Mercy High School Business Office

## Frequently Asked Questions

**How do I access my account information?** You will use the same account you created to complete an application to Mercy High School. Please refer to your login credentials to access your account.

**Please use this link to sign in:** <https://mhsmi.myschoolapp.com/app/#login>. You will have a contract to review and sign once you are logged in. When you get to the screen below, please click on NO if you are a new student to Mercy High School. Even if you've had an account at another school through Blackbaud Tuition Management ("Tuition Management"), you will be starting a new account at Mercy High School. If you are a current Mercy family, you will click on YES and it will take you to your established account. Once you sign your school online enrollment contract, you will have access to a Tuition Management account, which can be accessed through your school portal.



### How to Login after initial enrollment contract submission:

#### To Login to Tuition Management

- Navigate to [mhsmi.myschoolapp.com](https://mhsmi.myschoolapp.com) , use your blackbaud login. \*
- This will take you to your Mercy High School portal. Click the **Resources** button at the top of the page and then click on **Tuition Management (aka Smart Tuition)**.
- You will be taken to your Blackbaud Tuition Management account.

#### \*To reset your password

- Navigate to **Blackbaud.com** and click sign in, there you will see a link for forgot password.
- When prompted, enter the Email address you used to create your Enrollment account.
- You will get an email to reset your password. You must include an uppercase letter, lowercase letter, number and a special character in your new password.

### **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 2.98% 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 Tuition Management’s payment processing center (checks or money order made payable to Tuition Management). The mailing address will be included in your invoice statements. Tuition Management does not accept cash payments. On your check, in the memo section, please include your 13 digit Tuition Management 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 Tuition Management secure website.
2. A payment can be made over the phone by calling Tuition Management’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 Tuition Management. If not, they will mail a check, on your behalf, to Tuition Management. 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, Blackbaud Tuition Management 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 Tuition Management’s Parent Support Center or on your secure online Blackbaud Tuition Management 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 Tuition Management’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?** Tuition Management 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 and will be assessed on your Tuition Management account.

**What happens if a payment fails?** In the event that your payment fails, a 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 Fee will be assessed to the account. Tuition Management 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 Tuition Management 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)