



Log in to your online account and select **My Profile** at the top of your screen. Select **Update** and choose the section you wish to change from the drop-down options.

### How do I change or add a primary or secondary account holder?

Only parents or responsible parties who are named on the account will be provided any specific information about the account for security purposes. If you are the primary account holder and wish to add, change, or update the secondary account holder, please contact your school.

### Why is my monthly amount different each month?





Exela Technology  
C/O Blackbaud Tuition Management  
20500 Belshaw Ave.  
Carson, CA 90746



Receiving Bank Address:

38 Fountain Square Plaza

Cincinnati, OH 45263

ABA/Routing number:

042000314

Beneficiary Name:

Smart LLC

Beneficiary Address:

65 Fairchild Street

Charleston, SC 29492

**Banks from outside the USA send to:**

SWIFT/BIC:

FTBCUS3C

Fed routing number:

042000314

Bank Name:

Fifth Third Bank

Beneficiary Account Number:

SMT0402670

Beneficiary Account Name:

Smart LLC

Please include the FAMILY ID NUMBER with each wire.

A \$15.00 fee is charged for each wire sent to **Blackbaud Tuition Management**. Please add \$15.00 with your tuition payment to cover the bank fees associated with accepting wire transfers. Additionally, please check with your financial institution for any additional fees that they may charge you. You may also incur additional fees from your bank or an intermediary bank that partners with your bank. It is best to speak directly with your bank regarding their wire fees.

**Why is my payment status "On Hold"?**

In compliance with NACHA regulations, all payments made with a new bank account must go through a



4 business days. Once validation is successful, the payment will be processed. If validation fails, you will be notified via email or text message.

### What is the late payment policy?

Payments are due on or before your due date. If your payment is not made by your due date, or you are carrying an outstanding balance, a Follow Up Service Fee may apply. **Blackbaud Tuition Management** will remind you of your upcoming payment to help you pay on time. We will also advise you when you have missed a payment to help you avoid any future fees. Additional late fees may apply depending on your school's policy.

### Are there bank fees associated with payments that are not successful?

A fee may be applied to your account for any failed payment processed via auto-debit, phone, or web. Your bank may also impose additional fees.

### Where can I find Year End Statements for tax purposes?

1. Sign into your account at [parent.blackbaud.school](http://parent.blackbaud.school).
2. Select the **Session Year**.
3. Under **Related Links**, select **Family Year End Statement** or **Student Year End Statement**.

### Whom should I contact if I have questions regarding my bill?

Our Parent Contact Center is available to help you through our online chat feature available upon logging into your account or by phone at (888) 868-8828. You can access your account to check balances and make payments online 24 hours a day.

