LCCS Finance Information – Frequently Asked Questions

Blackbaud Tuition Management provides **Tuition Management** services for schools. Services for parents include online account access at **parent.blackbaud.school** with *tuition and fees* invoicing, payment processing, and customer care.

- Please save this link as one of your favorites

Edutrak still provides all *lunch* account access and log in can be done via your PowerSchool login & then by clicking on "Edutrak Connect" on the left hand side bar.

Free & Reduced lunch applications can be completed online via your Edutrak account under the orange fork & knife icon.

- Payments must be separated between Blackbaud Tuition Management for all Tuition & Fee items and Edutrak for all lunch items. If you choose to write a physical check, 2 separate ones must be written for respective fees.

Blackbaud Tuition Management FAQs:

1. How do I log in for the first time?

You should have received an email dated July 11, 2024 with login information & details.

You can also access the parent site at parent.blackbaud.school to set up your account.

1. Select **I am a first-time user** on the parent login page.

2. Enter your email address or phone number to locate your **Blackbaud Tuition Management** account. Then select **Continue**.

   Note: The information entered must be the same as the information provided during enrollment.

3. Select the email address or mobile number where you want to receive a verification code as an email or text message. Then select **Continue**.

4. Check your email or text messages to obtain your verification code. Enter the code when prompted and select **Continue**.

5. Your family's account information for the most recent year is displayed. Select the account(s) you want to set up. Then select **Continue**.

6. If you do not have a Blackbaud ID (BBID) account and need to create one, select **Create a Blackbaud ID** and follow the steps on the screen to create your Blackbaud ID. If you already have a Blackbaud ID account, select **Sign in**, then sign in with your existing Blackbaud ID.

Then next time you access parent.blackbaud.school, you will sign in with your Blackbaud ID.

2. How do I create a Blackbaud ID (BBID)?

Blackbaud ID (BBID) allows users to securely sign in to the Blackbaud solutions ecosystem with enhanced security.

As a parent, the first time you log in to parent.blackbaud.school , you will sign in with your current username and password. A new screen will appear prompting you to choose between two options: As a parent, the first

time you access parent.blackbaud.school, you will select enter your information to locate your *Tuition Management* account. After verifying your account with a verification code sent via email or text message, you will have two options:

- **Create a Blackbaud ID**: Select if you do not have a Blackbaud ID and need to create one.

- **Sign in**: If you already have a Blackbaud ID, select this to sign in with your existing Blackbaud ID.

Make your selection and follow the steps on the screen to link your new or existing Blackbaud ID to your *Tuition Management* account.

The next time you sign in, enter your Blackbaud ID email address on the parent.blackbaud.school sign-in page. Then log in with your Blackbaud ID to access *Tuition Management*.

4. Is there a way I can retrieve my username and update my password?

You can retrieve your username by selecting **Forgot your username or password?** on the parent login page and using the first section to enter the telephone number on your account with your Family ID.

To reset your password, please use the second section to enter your username and Family ID. An email with instructions for resetting your password will be sent to the primary email address on your account.

5. What email addresses should I add to my safe sender or safe contacts list?

- customerservicemessages@blackbaud.school

- customerservice@blackbaud.school

6. What is my Family ID and where can I find it?

Your Family ID is a 13-digit, account-specific identification number for every school-specific account, which is updated annually each school year. It can be found on any written communication sent from *Blackbaud Tuition Management* or on your online account. Please be sure to include your Family ID on any payments sent to *Blackbaud Tuition Management* to ensure they are applied to the appropriate account.

7. What can I do once I have logged into my Blackbaud *Tuition Management* account online?

On our parent website you can do the following:

• Make a Payment

• Stop/Resume automatic debit payments

• Review payment history

• Change/edit your payment information

• Update your personal information

• View and print invoices (if you are not on automatic debit), Family Tuition Statements, and Year End Statements for tax purposes

• See an itemized breakdown of tuition, fees, and discounts billed to your account

8. How do I update my personal information, including my address, telephone number, email address, password, or payment information?

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.

9. 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.

10. Why is my monthly amount different each month?

Your total due may change month to month due to fees, discounts, and adjustments that have been made by your school.

11. Who do I contact if I have a question regarding why a fee or billing item is on my account or if I think my bill is incorrect?

The LCCS finance office via finance@LCCS.com

Please contact edchoice@LCCS.com if you have a question in regards to your Ed Choice scholarship amount.

13. What is the quickest way to make a payment?

Blackbaud *Tuition Management* offers two options for paying by checking account, savings, debit, or credit card:

• Pay online at **parent.blackbaud.school**

• Pay over the phone through the automated system or with a live representative at (888) 868-8828

Payments made by phone and web are posted the same day they are received.

14. What credit cards does Blackbaud *Tuition Management* accept?

Depending on your state and school policy, ***Blackbaud Tuition Management*** can accept VISA™, MasterCard™, American Express™ and Discover™ credit and debit cards. Please note that a credit/debit card

usage fee may apply. You can use your credit card to make monthly recurring payments. VISA Checkout™ virtual wallet is also available.

15. Does Blackbaud *Tuition Management* charge a credit card processing fee?

A 3.12% usage fee is charged on credit and debit card payments. There is no fee for linking your bank account info via ACH.

16. How can I set up automatic payments?

You can schedule automatic payments from your bank account or credit/debit card by logging into your account and selecting **My Profile** at the top of your screen. Open the **Payment Information** tab and select **Update** to enter your information. You must complete all 3 steps to initiate automatic payments.

If your automatic payment is set up fewer than 3 business days before your due date, your first payment may not be pulled automatically. In this case, you will still be responsible to make a manual payment before your due date. Please read the terms and conditions carefully as fees may apply.

17. How do I stop my automatic payments?

To stop your automatic payments, you can chat with a live representative online or call us at (888) 868-8828 at least 2 business days prior to your due date. Payments are unable to be stopped fewer than 2 business days prior to your due date as it will go into process 1 business day prior to ensure the funds are available to be applied to your account by your due date.

18. How can I pay by check?

If you would like to use your checking account to pay, you can do this by making a one-time payment online, by calling in a payment through the automated system or with a live representative, by setting up automatic monthly payments directly from your checking or savings account, or by mailing a check or money order.

Checks or money orders should be mailed to the closest payment processing center listed below or brought directly into the school with attention to Teri Foster.

Blackbaud **Tuition Management**

PO Box 11731

Newark, NJ 07101-4731

19. Can I pay using my bank's online bill pay service?

Yes, you can utilize your bank's online bill pay service to send payments to **Blackbaud Tuition Management**. Please note: Online bill pay might not electronically transfer funds to Blackbaud **Tuition Management**. Instead, your bank may mail a paper check to us. We advise you to set up your online bill pay to occur at least 7-10 days prior to your due date to ensure the check is received and processed by your scheduled due date. Please review Helpful Tips for Mailing Payments or Bank Bill Pay for applicable details.

20. Helpful Tips for Mailing Payments or Bank Bill Pay

• Please include your 13-digit Family ID in the memo section of the check or money order (a payment stub is not necessary).

• Do not include any additional paperwork with the payment (letters, Post-it notes, staples, paperclips, etc.). Additional items will delay the processing of your payment.

• Please send payments 7-10 days before your due date. If there is a holiday, please add 3-4 days.

• If there are fewer than 7-10 days before your due date, please consider paying via our website at **parent.blackbaud.school**. You can also use our automated telephone service to make a payment. Both these solutions eliminate delays in processing your payment. You can pay online or over the phone using your checking or savings account.

• Make checks payable to Blackbaud **Tuition Management**.

• **Blackbaud Tuition Management** does accept some online bill payments electronically. However, some banks will still send payments as a physical paper check through the USPS mail. If you have any questions about whether your payment will be sent electronically by your bank, please contact your bank directly.

• Once a payment has been sent by physical paper check, it cannot be stopped. If you decide to stop the payment with your bank, a failed bank fee will be incurred on your **Blackbaud Tuition Management** account.

• If you plan to use your bank's online bill payment service, please include your 13-digit Family ID without letters, spaces, or characters.

22. Why is my payment status "On Hold"?

In compliance with NACHA regulations, all payments made with a new bank account must go through a validation process to ensure the account information is accurate, the account is open, active, and able to receive ACH transactions. Payments will display as "On Hold" during the validation period, which typically takes 4 business days. Once validation is successful, the payment will be processed.

If you update your bank account information while a payment in On Hold, the updated account information is added as a new bank account record. The old bank account with the On Hold payment remains active. You can delete the old account after the payment comes off hold or contact the Parent Contact Center to fail the On Hold payment and delete the account.

23. 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 of $40/month will apply starting in the month of

October. ***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.

24. 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.

25. Where can I find Year End Statements for tax purposes?

1. Sign into your account at parent.blackbaud.school.

2. Select the **Session Year**.

3. Under **Related Links**, select **Family Year End Statement** or **Student Year End Statement**.

26. Whom should I contact if I have questions regarding my bill?

The Parent Contact Center is available via online chat upon logging into your account at parent.blackbaud.school or by phone at 1(888) 868-8828.

- Phone agents are available Monday through Friday from 7:00 AM to 1:00 AM EST, and Saturday and Sunday from 9:00 AM to 5: 30 PM EST. Calls are handled in the order they are received.

- Chat agents are available Monday through Friday from 8:00 AM to 10:00 PM EST.

You can also access your account to check balances and make payments online 24 hours a day.