

Dear Parents,

Madeira is pleased to announce that we're partnering with Blackbaud Tuition Management to process and collect tuition and fees for the 2024-2025 school year.

Tuition Management enables you to:

Select a payment method that works best for you:

- Choose to receive a monthly invoice.
- Set up recurring automatic payments from your bank account or credit card.
- *Visa, MasterCard, Discover, and American Express* are accepted.

Access your account online to:

- Review account history, transaction details, and print monthly invoices.
- Edit your contact information, password, and payment method.
- Make a payment or set up recurring payments.

Receive payment and follow up reminders:

- For recurring payments, a reminder is emailed 7-10 days before the due date.
- For missed payments or outstanding balances, you'll receive an email and text message.

Speak with a customer service representative.

- Families can access their accounts to check balances and make payments 24/7.
- Spanish speaking representatives are available.
- Call toll free to make payments at (888) 868-8828.

Please review Blackbaud Tuition Management's FAQs on the following pages for more information.

You will set up your Tuition Management account as you complete your 2024-2025 Enrollment Agreement in the [Parent Portal](#).

To access Tuition Management after enrollment, go to the Resources section in your [Parent Portal](#) account and click the tile for Blackbaud Tuition Management.

Thank you for selecting Madeira for your child's education.

Sincerely,

Scott Cohen

MADEIRA

Scott L. Cohen

Comptroller

The Madeira School

Continue reading for FAQs from Blackbaud Tuition Management...

Blackbaud Tuition Management™

General Information – FAQ's

Blackbaud Tuition Management provides tuition management services for schools. Services for parents include online account access, tuition and fees invoicing, payment processing, and customer care.

Will still I need my FACTS account?

Current Madeira parents will continue to use your FACTS account for billing and payment related to 2023-2024 school year. All billing and payments related to the 2024-2025 school year will be handled by Blackbaud Tuition Management. The first time you will use Tuition Management will be when making your enrollment deposit for the 2024-2025 school year.

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

Our Parent Contact Center is available to help you at (888) 868-8828. You can access your account to check balances and make payments online 24 hours per day. Our Parent Contact Center team is able to:

- Provide you with balance and account information
- Take a payment or update your payment information
- Review your payment history
- Update your personal and contact information
- Provide or change your online username and password
- Address concerns regarding your account

What can I do once I have logged into my Tuition Management account online?

On our parent website you can do the following:

- Make a payment
- Review payment history
- Change/edit your payment information
- Update your personal information
- View and print invoices (if you are not on automatic debit)
- See an itemized breakdown of tuition, fees and discounts billed to your account

What credit cards does Tuition Management accept?

Depending upon 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.

Can I pay by check?

If you would like to use your checking account to pay, you can do this by mailing a check, making a one-time payment online, calling in a payment by phone, or by setting up automatic monthly payments directly from your checking or savings account.

If you are mailing a check, please mail it to the closest payment processing center:

- *East of the Mississippi Rivier:* Blackbaud Tuition Management at PO BOX 11731, Newark, NJ 07101-4731
- *West of the Mississippi River:* Blackbaud Tuition Management at PO BOX 54228, Los Angeles, CA 90054-0228.

Please include your Family ID on your check to ensure it will be applied to the appropriate account.

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.

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.

Who do I contact if I have a question regarding why a fee or billing item is on my account?

Please contact Madeira School's Student Billing Administrator at studentbilling@madeira.org or 703.556.8358.

What if I think the amount on my bill is incorrect?

If you disagree with any of the amounts on your bill, you can contact our Parent Contact Center. We will contact the school on your behalf to clarify the amount due. Blackbaud Tuition Management is not authorized to modify the amount of tuition due or to arrange for alternative payment plans without your school's approval.

What is the quickest way to make a payment?

Blackbaud Tuition Management offers two immediate payment options, to pay with checking, savings, debit, or credit including:

- Pay online at <https://madeira.myschooapp.com/>, go to "Resources" tab, and click on Blackbaud Tuition Management tile.
- Pay over the phone by calling (888) 868-8828

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

What is my school's 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. An additional late fee may apply.

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

A fee of \$30 will be applied to your account for any failed payment processed via auto-debit, phone, web or failed check payments. Your bank may also impose additional fees.

How can I setup new banking information to pay automatically each month?

Changes to banking information MUST be made at least three business days before your next scheduled debit. You can update your banking or recurring credit/debit card information by logging into to your Blackbaud Tuition Management family account, selecting "Edit My Profile" tab at the top of the screen, then in the box labeled "My Payment Method" click "Update" to enter your information; or you can call Blackbaud Tuition Management directly at (888) 868-8828.

How do I stop my automatic payments?

To stop your automatic payments, you can chat with a live representative online or call Blackbaud Tuition Management at (888) 868-8828, at least 2 business days prior to your due date.

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.