

ST. JOHN THE BELOVED SCHOOL
905 MILLTOWN ROAD
WILMINGTON, DE 19808

February 23, 2018

Dear Parents,

In response to the many and varied needs of our families, St. John the Beloved has been investigating ways to streamline the tuition payment and collection process. After much research, St. John the Beloved has decided to partner with Smart Tuition to manage tuition payment and collection for the 2018-2019 school year.

The partnership with Smart Tuition allows for a confidential system where families can see for themselves a complete report of their tuition account. Details such as tuition, band, Eagles Club, field trip fees and tuition assistance will be posted to your account. A secure Log-in ID enables parents to view this information at any time of day, or to update personal information. Other benefits for our families include:

- Numerous payment options (ACH auto-debit, e-bill, credit card payment, and phone-in-payment opportunities)
- Reminder e-mails and/or text messages sent before the payment is due
- Customer Service available 24 hours a day, 7 days a week, 365 days a year
- A secure online account for each family
- Mobile Payment Options

Enrollment in this program is *mandatory* for each family. Each family will be billed a \$50 annual fee. This fee will be added to your first tuition payment. (However, for those families who have paid the entire tuition amount for the 2018-2019 school year before July 1, 2018, the fee will be waived). We will be sending out additional detailed information shortly regarding access and enrollment.

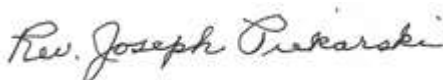
The enclosed also provides answers to some of the most frequently asked questions. If your question is not answered, please contact Smart Tuition or Trish Tucker, our Tuition Administrator (999-0211) or Sue O'Hanlon our bookkeeper at 999-0211.

Also enclosed is the **FAMILY TUITION AGREEMENT, BAND AGREEMENT AND THE EAGLES CLUB AGREEMENT**. Please complete, sign and return by Friday, March 9, 2018.

Recognizing the challenges families face in choosing a Catholic education, St. John the Beloved remains committed to working with each family. Thank you for choosing St. John the Beloved for your child/children's education.

God bless you.

Sincerely,



Fr. Joseph Piekarski
Pastor



Mr. Richard Hart
Principal

FREQUENTLY ASKED QUESTIONS

Do I have to enroll even if I have already paid my tuition in full?

Yes, but your \$50 enrollment fee will be waived if you pay your tuition in full before July 1, 2018. Enrollment is needed because required school fees (Band, Eagles Club, Field Trip fees, etc) will be managed through Smart Tuition.

How is it handled if the tuition is split between the children's parents?

Please call Smart Tuition 24/7 at 888-868-8828, Trish Tucker, our Tuition Administrator or Sue O'Hanlon our bookkeeper for further instruction.

If I have already sent in the ACH Authorization agreement that came with my registration packet. Do I still need to provide Smart Tuition with my banking information?

Yes. During the enrollment process choose ACH. You will be asked for your bank routing and account number. The form you returned with your registration will be destroyed.

Besides the \$50 enrollment fee are there any other fees I should be aware of?

The following fees may be incurred:

- \$40 late payment fee
- \$30 fee for failed auto-debit and failed checks
- 2.85% processing fee for credit cards

Can I still send my tuition check to St. John the Beloved or pay cash at the office?

No. Please call the Parish office if you have a question concerning this.

If I need to talk to someone about my tuition whom should I call?

You may call Smart Tuition 24/7 at 888-868-8828 or Trish Tucker, our Tuition Administrator or Sue O'Hanlon our bookkeeper. If you call Smart Tuition they will log your call and provide requests/comments for the school administration to follow-up.

Additional Information

- Tuition payments will be due the 5th of the month or the 20th of the month beginning July 5th
- If chosen electronic invoices will be sent from Smart Tuition 20 days before the payment is due
- Smart Tuition will send a reminder a couple of days before the payment is due
- Smart Tuition will use email or telephone reminders for past due tuition