



## Frequently Asked Questions

### Smart Support – For all Regional Catholic Schools in the Archdiocese of New York (“ADNY”) listed on Appendix A

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#### *Billing Accounts*

**1. Why is my Smart account not opened for the 17-18 school year? Why can’t I pay my tuition or other fees for the 17-18 school year?**

Unlike previous years, when registration fees were processed through Smart Tuition, this year the Regional Catholic Schools of the Archdiocese of New York is utilizing an alternative systems vendor, TADS, to collect registration fees and to manage student enrollment.

- **If you have already completed TADS online enrollment/registration and paid your registration fee via TADS** for the 17-18 school year, your account will become active and you will receive an email from Smart Tuition shortly/within the next couple of weeks welcoming you to tuition billing for 17-18.
- **If you have not yet completed TADS online enrollment/registration or paid your registration fee via TADS** for the 17-18 school year, please contact the Archdiocese of New York Parent Call Center at 646-794-2885.

**2. When will I get my first bill?**

- **If the parent’s Smart billing account is NOT active** - see Billing Accounts #1 above
- **If the parent’s Smart billing account is active** – see School’s Billing Cycle system settings for 17-18 school year



## *Registration*

### **1. I'd like to register/enroll in [School Name].**

Unlike previous years, when registration/enrollment was processed through Smart, this year the Regional Catholic Schools of the Archdiocese of New York is utilizing an alternative systems vendor, TADS, to collect registration fees and to manage student enrollment.

- Please contact your school or the Archdiocese of New York Parent Call Center at 646-794-2885 for assistance with Registration/Enrollment.

## *Scholarship/Financial Assistance Awards*

### **1. I received an award notification/email for a scholarship/financial assistance for school year 17-18, but I don't see the award in Smart. When will this be reflected in Smart?**

- **If you recently received an award notification/email for school year 17-18**, please allow 2-4 weeks for the award to be posted within your Smart billing account.

### **2. I had an award for a scholarship/financial assistance last year, but it's not in Smart for 17-18 billing, where is my award?**

- **If you recently received an award notification/email for school year 17-18**, please allow 2-4 weeks for the award to be posted in your Smart billing account.
- **If you have not received an award notification/email for school year 17-18**, please contact the Archdiocese of New York Parent Call Center at 646-794-3318.

### **3. Why is my award amount different from last year?**

- Please contact the Archdiocese of New York Parent Call Center at 646-794-3318.

## *Discounts*

### **1. I was told I would receive a grant/discount (i.e. Parishioner Grant, Family Grant, etc.), but I don't see it in Smart.**

- Please contact your school.



## *Tuition*

**1. I was told I would receive a different tuition rate than what is reflected in Smart.**

- Please contact your school.

## Appendix A – ADNY GRSS/Regional Schools

School Code	School Name	School Code	School Name
00219	ST. PETER'S SCHOOL - POUGHKEEPSIE	11614	ST. JOHN SCHOOL
00266	SACRED HEART SCHOOL - MONROE, NY	11658	INCARNATION SCHOOL
00267	ST. FRANCES DE CHANTAL	11697	OUR LADY QUEEN OF MARTYRS
03029	ST. JOHN'S	11709	ST. ANN SCHOOL - 11709
03293	NATIVITY OF OUR BLESSED LADY	11729	ST. LUCY'S
05827	BLESSED SACRAMENT SCHOOL	11783	KINGSTON CATHOLIC SCHOOL
06336	ST. ANTHONY SCHOOL	11948	ST. PETER'S REGIONAL SCHOOL
06349	OUR LADY OF MT. CARMEL SCHOOL	11949	ST. DENIS-ST. COLUMBA SCHOOL
10063	ST. FRANCIS OF ASSISI SCHOOL	11950	ST. PATRICK'S SCHOOL
10152	ST. RITA SCHOOL	11951	ST. COLUMBANUS SCHOOL
10365	ST. BRIGID SCHOOL	11952	ST. PATRICK'S SCHOOL - BEDFORD
10475	OUR LADY OF SORROWS SCHOOL	11953	HOLY TRINITY
10890	HOLY FAMILY	11954	MOST PRECIOUS BLOOD
10948	ST. GREGORY BARBARIGO	11955	SAINT ANN
11005	OUR LADY OF GRACE	11956	ST. BARNABAS
11061	OUR LADY OF VICTORY	11957	SANTA MARIA
11086	CORPUS CHRISTI SCHOOL	11958	SAINT CHARLES BORROMEO
11118	SACRED HEART SCHOOL	11959	ST. PAUL
11191	ASCENSION	11960	SAINT ELIZABETH SCHOOL
11272	HOLY NAME OF JESUS	11961	ST. FRANCIS XAVIER
11302	ST STEPHEN ST EDWARDS SCHOOL	11966	BLESSED SACRAMENT SCHOOL
11425	IMMACULATE CONCEPTION	11967	ST. BENEDICT
11426	ST. ELIZABETH ANN SETON SCHOOL	11968	HOLY ROSARY
11574	ST ANGELA MERICI	11969	SACRED HEART OF JESUS SCHOOL
11577	ST JOSEPH	11970	ST. MARY
11578	ST LUKE	11971	ST. PETER'S SCHOOL
11579	ST SIMON STOCK	11973	OUR LADY OF LOURDES
11580	ST THOMAS AQUINAS	11974	SACRED HEART
11583	OUR LADY OF MOUNT CARMEL	11975	ST. ANTHONY - YONKERS
11584	OUR LADY OF REFUGE	11981	ST. CLARE OF ASSISI
11586	ST BRENDAN	11982	STS. PHILIP AND JAMES
11587	ST GABRIEL	11984	TRANSFIGURATION SCHOOL
11588	ST MARGARET OF CORTONA	11994	ST. MARY'S SCHOOL
11589	ST PHILIP NERI	11995	ST. ROSE OF LIMA
11591	ST PAUL	12003	ST. EUGENE'S SCHOOL
11592	ST MARGARET OF ANTIOCH	12004	SACRED HEART GRADE SCHOOL
11593	SACRED HEART	12009	ST. ADALBERT
11594	HOLY ROSARY	12025	GUARDIAN ANGEL
11596	OUR LADY HELP OF CHRISTIANS	12026	IMMACULATE CONCEPTION
11597	OUR LADY OF MT. CARMEL/ST. BENEDICTA	12158	ST. PAUL THE APOSTLE
11598	OUR LADY QUEEN OF PEACE - 11598	12647	CORPUS CHRISTI-HOLY ROSARY SCHOOL
11599	SACRED HEART	12701	ST. NICHOLAS OF TOLENTINE
11600	ST ANN	13012	ST. TERESA SCHOOL
11601	ST CHARLES	13446	SAINTS PETER & PAUL SCHOOL
11602	ST CHRISTOPHER	13864	CHRIST THE KING ELEMENTARY SCHOOL
11603	ST PETER		