



Smartcare Autopay & Failed Payments FAQ

Autopay FAQ

When does Autopay run?

Autopay runs on the payment due date. To view the specific date, open the Billing Schedule. The due date is displayed at the bottom.

Monthly

Active

Type
Monthly

Name
Monthly

My billing period runs through the **Last day** of the month
I want tuition charges placed on parents' accounts

3 days before the end of the billing period

Payments are due on the **2** of the month

The billing period will be open through 04/30/2019. The next time statements will be sent to parents will be 05/01/2019(after the billing period ends). And, the next time payments will be due from parents (this is also the time autopay will run for parents) will be on 05/02/2019. [View on calendar](#)

You can also go to a parent's account and use the "View on calendar" feature to see the specific date their next autopay will run.

Bob Simpson

Current Balance **\$137.50** [Accept a payment](#)

The last statement balance was **\$137.50** and it became due on **April 15, 2019**.

Auto-pay is OFF

Using the Weekly billing settings, the next statement will be delivered on **April 20, 2019** and will be due on **April 22, 2019**

[View on calendar](#)

Recent Activity

There's been no activity on this account since the last statement. [SHOW OLDER](#)

Balance Details

Date	Due Date	Charges	Payments & Credits	Remaining Balance
04/13/19	04/15/19	\$152.50	\$15.00	\$137.50

Statements

Date	Start Balance	Charges	Credits	End Balance
04/13/19	\$442.50	\$152.50	\$457.50	\$137.50

Weekly calendar pop-up:

Date	Event
Sun 7, Apr	
Mon 8, Apr	
Tue 9, Apr	
Wed 10, Apr	
Thu 11, Apr	
Fri 12, Apr	
Sat 13, Apr	Start of Billing Period
Sun 14, Apr	TODAY
Mon 15, Apr	
Tue 16, Apr	
Wed 17, Apr	
Thu 18, Apr	Tuition Charge Day
Fri 19, Apr	End of Billing Period
Sat 20, Apr	Next Statement Date
Sun 21, Apr	
Mon 22, Apr	Next Autopay Date
Tue 23, Apr	
Wed 24, Apr	
Thu 25, Apr	
Fri 26, Apr	
Sat 27, Apr	

When will parents on Autopay see the funds deducted from their bank account?

Parents will see funds deducted from their bank account either on the Autopay run date outlined in the Billing Schedule or the next business day.

Note: This timing can vary among banks, and the parent should contact their bank directly for more details on processing times.

When will the center see funds for parents on Autopay appear in their bank account?

Centers will see funds from Autopay two business days after Autopay runs.

Note: There are situations where the funds may take longer than two days to deposit. This may be caused by a variety of factors including bank processing cutoff times, bank holidays or weekends. Please contact your bank directly for more details on processing times.

What happens if the parent has a past due balance on their account when Autopay is enabled?

Smartcare will initiate a 'catch-up' billing cycle and the past due balance will become due immediately. The date that Autopay runs for the past due balance depends upon the parent account's statement schedule, but typically is the next day after the billing period closes.

How do I know which accounts are currently on Autopay?

The **Accounts with Autopay** report will display all accounts currently enrolled in Autopay along with their current account balance.

Failed Payments FAQ

What happens if a parent's payment fails while on Autopay?

If a parent's payment fails on Autopay, both the parent and the center director will be notified via email that the payment has failed.

Will the parent's Autopay be turned off if their payment fails?

It depends on the reason for the failed payment. The National Automated Clearinghouse Association (NACHA) dictates the specific payment failure reasons that disallow re-submission. Therefore, if the failed payment reason code does not allow re-processing, then Autopay will be turned off. Both the parent and the director will be notified in the failed payment email alert if Autopay has been turned off.

If the failed payment reason does not require the autopayment to be turned off, will the Autopay try to run again?

Yes

How often will Autopay try to re-run?

If the payment failed for a reason that allows re-authorization, Autopay will re-run every 48 hours.

Will the parent incur a failed payment fee each time the transaction is unsuccessful?

Yes

How much is the failed payment fee?

\$30 per failed payment

Is the failed payment fee automatically applied to the parent's account?

Yes

What if I don't want my parents to pay failed payment fees?

You can void the failed payment fee or add a credit directly to the parent's ledger to offset it. In this case, the center would then absorb the \$30 failed payment fee.

Do failed payments for insufficient funds cause Autopay to be turned off?

Failed payments due to insufficient funds does not cause Autopay to be turned off. The National Automated Clearinghouse Association (NACHA) does not deem insufficient funds as a response code that requires Autopay to be disabled.

How do I know which parents have failed payments?

Besides the email notifications sent to the center's director, the **Failed Payments** report will display historical data on all parents who have failed payments including the fees incurred (if applicable).

Contact Us

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