

---

# TUITION AUTO PAY FAQ:

---

**Q:** Is there a charge to sign up for AutoPay?

**A:** You will NOT be charged anything when you sign up for the service. You will only be charged when your first tuition payment is processed.

**Q:** What will it cost me to use the AutoPay feature?

**A:** A 1% convenience fee will be charged for using the AutoPay eCheck and a 3% convenience fee will be charged for using a credit card through AutoPay.

**Q:** What is a convenience fee?

**A:** A convenience fee is a charge that is added as a percentage of the total amount due. It covers the cost of having the financial exchange processed electronically through 3rd party merchants.

**Q:** What form of payment can I use for AutoPay & what are the convenience fees?

**A:** You can choose to sign up for AutoPay and use  
1: A credit card (3% convenience fee will be charged) OR  
2: eCheck bank draft (1% convenience fee will be charged)

**Q:** If I enroll in AutoPay for my monthly tuition payments, when will the money be drafted from my bank account or charged to my credit card?

**A:** MDM will automatically draft all tuition payments on the **5th of every month, with the exception of January, June and September.** On those three months, tuition will be automatically drafted on the 20th of the month.

**Q:** What if my bank account has insufficient funds to cover the tuition?

**A:** There will be a \$30 fee for any returned item.

**Q:** Can I change my method of payment in AutoPay after I enroll?

**A:** You will be able to update and change your payment method from your Parent Portal.

**Q:** What is the gateway merchant that MDM uses?

**A:** All credit cards are processed through Stripe and all eCheck bank drafts are processed through Authorize.net.

## **HOW TO ENROLL IN AUTOPAY:**

- From the Parent Portal, click "Enroll in AutoPay"
- If you want to use a credit card, click the blue button that says "Sign Up with Card" and enter your credit card information.
- If you want to use an eCheck bank draft, push the bottom blue button that says "Enroll in eCheck AutoPay".
  - On the next screen, click "Add a New Payment Method"
  - Fill in the information for the bank account
- That's it! Now all you have to do is sit back and let us take care of the rest!