



## The Andrews School Monthly Payment FAQ

Q: Will the card I used for my down payment be charged automatically when my first monthly payment is due?

A: **No, monthly payments are not automatically charged.** We will hold your card information on file, but you have to authorize the charge in writing (email) each time you want a payment to be processed with that card.

Q: Can I pay with PayPal?

A: No. We can accept Visa, Mastercard, Discover Card, or American Express, but we are not able to accept it through an outside payment service like PayPal.

Q: Will I receive a bill or statement from the school each month?

A: Yes, you will receive an emailed payment reminder from [accounts@andrewsschool.com](mailto:accounts@andrewsschool.com) approximately one week before your payment date. That reminder will include an attached copy of your account statement to date so you can check your own records of payments against the school's records if there's ever a discrepancy, and so you have a receipt of your payments if you need it for any other purpose.

Q: I want to use the card I used for my down payment. How do I make my monthly payment?

A: We hold those card numbers on file (offline, in a secure location), so you do not have to provide the entire number again. Just send an email to [accounts@andrewsschool.com](mailto:accounts@andrewsschool.com) with the last 4 digits of the card number and the amount you want charged. If your card has expired, we will also need the new expiration date and CVV (security code).

Q: Do I have to send an email each month, or can I send one authorization for you to use from now on?

A: You do have to send a separate email each month on the day you are ready for your payment to be charged. We will not hold an authorization for a later date.

Q: What if I want to use a different card or my card number is changed by my bank? I don't want to send the entire number in an email!

A: The first time you use a new card, you may call in your payment to the office at 405-694-8688. Any payments after that first one using the new card must be authorized by email.

Q: My payment is due on Monday but I will not be able to send it until Friday. Is that okay?

A: That is fine! There is no fee if your payment arrives on a slightly later day than your enrollment form shows as your monthly payment date. If it will be more than 2 weeks after your payment date, contact the school as soon as possible about your situation.

Q: I won't be able to make my payment this month. What should I do?

A: Email [accounts@andrewsschool.com](mailto:accounts@andrewsschool.com) right away to discuss your situation. We are often able to make temporary alternate arrangements on a case-by-case basis, but your options will be better if you contact us before you miss a monthly payment.