

Tuition Payment FAQ

VCS is honored to be able to partner with our families in providing a quality Christian education for their students. We depend upon tuition dollars to meet our financial obligations. Almost 60% of our budget goes directly to faculty and staff in the form of salaries and benefits. This is why it is important that tuition accounts be kept current even while waiting for scholarships to arrive at the school.

To help our families keep their accounts current, we are utilizing FACTS as a tuition management system. FACTS is simple, convenient, and secure. It is a dedicated resource available to help on demand. Families can use a single login for both FACTS and RENWEB. Tuition and scholarship information is now at your fingertips and available to you 24/7.

- **How do I log in to my FACTS Financial account?**

From www.valleychristianaz.org, click on the RENWEB tab at the top of the page. From here a login window will appear. Log in using the RENWEB username and password you created to enroll your student.

District Code: VCHS-AZ

Username:

Password

- **Where do I see financial activity (payments, scholarships, etc.) on my account?**

1. *First, log in to the FACTS portal using the process above.*
2. *Once logged in, you will see the blue menu bar on the left-hand side.*
 - > select FINANCIAL
 - > select Financial Home (on right side of screen)
 - > select View Details (Inside the Payment Plan & Billing box)
3. *There will be 5 tabs available to you on this screen. Select the tab that contains the information you would like to review.*
 - >SCHEDULE – see upcoming payments and amounts.
 - >TRANSACTIONS – see account activity (charges, credits, and scholarships)
 - >BALANCES – total billed, credited, and scholarships (click “Expand All” for more details)
 - >PAYMENTS MADE – parent payments.
 - >CHANGES

- **My student has been enrolled and I have a payment plan. What’s next?**

After enrolling, but prior to your payment plan starting, your tuition account will be created by VCS based upon the payment plan selected during enrollment (monthly/semester/annual). You will receive an email from FACTS automatically every time a change is made to your tuition

account. Please make sure your email address is accurate and update your personal information in RENWEB if your information has changed. This email address is used to notify you prior to FACTS pulling your automatic agreed upon payment.

- **When are tuition payments due?**

Tuition payments are due on the first of the month. If you would like to make a payment outside of the normal payment schedule you can do so through FACTS or by calling the dedicated parent line at (866) 441-4637. If your payment falls on a weekend or a holiday, your payment will be processed on the next business day.

- **If I am expecting scholarships to pay my students tuition, can I wait to make my tuition payment?**

No. It is the school's policy that tuition is kept current even while waiting on scholarship funds. VCS depends upon tuition dollars to pay our faculty and staff. We cannot wait to pay our employees until after your scholarship funds arrive. Scholarships can sometimes take significantly longer to arrive than anticipated. Past due tuition does incur late fees and accounts that are past due without a timely resolution may result in a student being removed from class. Choosing a monthly tuition payment plan is the most flexible option while waiting for scholarships to arrive with the least amount of parent payment made.

- **What happens if my automatic payment method is invalid?**

If the method of payment you have placed on file for your tuition account is no longer valid, please update your account information immediately. Not having valid payment information linked to your tuition account could cause tuition payments to be late, incurring late fees and may result in your student being removed from class.

- **How do I use tax credit scholarships to pay tuition?**

You may be notified by a School Tuition Organization (STO) that your student was awarded a scholarship. Congratulations! Typically, the awarding organization sends the scholarship money to the school after verifying there is tuition due. However, it is your responsibility as the recipient to make sure that the STO releases the funds to VCS. This may be as simple as having the appropriate application on file for the correct school year you are seeking scholarships for. Once VCS receives the funds, they will be applied to the tuition account as soon as administratively feasible; typically, within 7 to 10 business days. Scholarships are applied in their entirety to the next payment that is due. FACTS will only pull an automatic payment if tuition is due.

- **Can I use ESA and STO scholarships at the same time?**

ESA and STO scholarships cannot be used simultaneously in the same school year. To maximize scholarship opportunities and coordinate usage please contact the awarding STO and ESA to understand your contractual obligations and options. Regardless of the scholarship option you

choose, a monthly tuition payment plan is the most flexible while waiting for scholarships to arrive with the least amount of parent payment made. FACTS will only pull an automatic payment if tuition is due.

- **I signed an ESA contract with the State of Arizona. How do I use ESA funds to pay tuition?**

Please remember that the ESA contract is between the parent/guardian and the State of Arizona. VCS does its best to help our families with resources and information, but ultimately, it is still the responsibility of the parent/guardian to keep their tuition account current. ESA policies may not line up in their entirety with VCS policies. Please familiarize yourself with the [ESA Parent's Handbook](#) to ensure you are submitting the proper documentation and following ESA rules where necessary. Make sure to contact any STOs you are working with to let them know you are now under an ESA contract so they can work with you to preserve your students STO scholarships while using ESA.

- **How to access ESA funds to pay tuition:**

Effective July 1, 2024, ESA is required to comply with the contractual obligations between the Arizona State Treasury Department and ClassWallet. This means that all tuition payments must go through ClassWallet, and tuition reimbursements are no longer permitted. Until further notice, the only option parents are offered under ESA is to Pay Vendor directly.

ESA Pay Vendor Process:

1. *Reminder parents/guardians need to keep tuition accounts current while waiting for the funds from "pay vendor" to be applied to your account. Choosing a monthly tuition payment plan will provide the most flexibility while waiting on scholarships to arrive with the least amount of parent payment made.*
2. *Once your ESA account is funded, fill out a VCS tuition invoice located [here](#). This invoice will have blank spaces for your student's information and the amount of tuition you are asking ClassWallet to send to VCS. Once completed print the invoice to a PDF before submitting to ClassWallet. The VCS invoice can also be found on our website at <https://valleychristianaz.org/parents/>.*
3. *Once your invoice is reviewed and approved by ESA, ClassWallet will deposit your students' funds into VCS's bank account. Be aware this process is not immediate and typically takes up to 10 business days.*
4. *Once VCS identifies your student's funds, we will allocate them within 7-10 business days to the next payment you have due. Note that we cannot apply funds until they arrive at VCS. FACTS only pulls an automatic parent payment if you have tuition due.*

- **My family has experienced an unforeseen financial hardship, and we are unable to make our tuition payment by the due date. What should I do?**

Please call the VCS business office **no later than 7 business days prior** to your payment due date to discuss possible arrangements. Once an automatic payment has begun processing from a checking or savings account (typically three days before the payment is due) we cannot stop it, so it is important that you reach out to the business office in a timely manner. 480-705-8888

- **When do I call VCS vs FACTS if I have questions regarding my tuition account?**

With FACTS you have access to your tuition account online at any time. If you need help logging in or do not understand where to find what you are looking for, please call the FACTS dedicated parent line; they are available to help you get answers to all questions regarding your tuition account. 866-441-4637

Please call the VCS business office if you need to change your payment plan frequency or have an unforeseen financial hardship.

- **I am nervous about giving FACTS my financial information. Is my information secure?**

Yes. Your personal information, including payment information, is protected with the highest security standards in the industry. For more information on security, visit FACTSmgmt.com/Security-Compliance.

- **Where do I go for more help?**

If you need to speak with Customer Service, the FACTS dedicated parent line is available M-F 7am to 9pm CT, Saturdays 8am to 2pm CT by calling 866-441-4637.

If you have questions regarding STO scholarships, please contact the awarding STO directly.

If you have questions about ESA please consult the ESA Handbook, email ESA at ESACallCenter@azed.gov or by phone at 602-364-1969.