

Tuition Payment FAQ

VCS is honored to partner with our families in providing a quality Christian education for their students. We depend upon tuition dollars to meet our financial obligations. 65% 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.

In order 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 log in for both FACTS and RENWEB. Tuition and scholarship information is now at your fingertips and available to you 24/7.

- **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 FACTSmgt.com/Security-Compliance.
- **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 log-in 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 RENWEB 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). This takes you to the FACTS portal.
 - > 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

- **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 don't 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.

- **My student has been enrolled and I have created 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 (monthly/semester/annual) you selected when you enrolled your student. You will receive an email from FACTS automatically when tuition is due, notifying you payments are pulling or when scholarships were applied. Please make sure your email address is accurate, and update your personal information in RENWEB if your information has changed. This email address critical in you receiving financial information.

- **When are tuition payments due?**

Tuition payments are due on the first of the month. If you would like to make a payment prior to 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 to my tuition account if the automatic payment method I have selected is invalid?**

If the method of payment you have selected for your tuition account is no longer valid please update your account information immediately. Not having a valid payment method 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 has been 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 organization releases the funds to VCS. This may be as simple as having the appropriate application on file for the correct school year for which you are seeking scholarships. Once VCS receives the funds, they will be applied to the tuition account as soon as is

administratively feasible; typically, within 7 to 10 business days. Scholarships are applied in their entirety and will pay down your payment schedule as far as the dollars go. FACTS will only pull an automatic payment if tuition is due. Remember, tuition accounts must be kept current, even while waiting on scholarships to arrive at the school.

- **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.

There are currently two ways to access ESA funds: Reimbursement and Pay Vendor

1. Make your scheduled payment through FACTS and then reimburse yourself from your available ESA funds. This is the preferred method because:
 - A. It allows a parent to use 100% of the ESA funds allotted for their student to pay tuition where the "pay vendor" option will involve fees.
 - B. It ensures that tuition accounts are kept current.
 - C. This puts the control and timing of the payment in the hands of the parent rather than a third-party provider. Please be aware the process of ESA fund distribution to parents or school vendors takes several weeks.
2. You can use the "pay vendor" feature to have Class Wallet send ESA funds directly to the school. Parents should realize that if they use the pay vendor feature there will be a fee charged by Class Wallet that will not go towards tuition.

How to use the ESA Reimbursement Process (reinstated 9/13/24) for payments made on or after 10/1/24

1. *Make your payment through the payment plan you selected when you enrolled.*
2. *Link your personal bank account to your ESA account through the Class Wallet website.*
3. *Once your Class Wallet account is funded, you will be will submitting proof of payment with both the Schedule of Payments and a receipt of your payment from FACTS.*
4. *To retrieve Schedule of Payments:*
 - >Log into your tuition account (FACTS).*
 - >Click Financial from the blue menu bar on the left hand side.*
 - >Click Financial Home in the Financial Links box.*
 - >Click View Details in the Payment Plan & Billing box.*
 - >In the right hand corner toggle the Term to the current school year.*
 - >Under the Schedule tab click View Full Schedule, then expand the next payment(s) due.*
 - >Right Click and select Print. As your Destination choose "Save to PDF".*
5. *To retrieve a receipt of your payment:*
 - >Follow above instructions but click on the Payments Made tab instead.*
 - >Click on View Confirmation/ Payment link.*
 - > Right Click and select Print. As your Destination choose "Save to PDF".*
6. *Submit both the Schedule of Payments and the receipt of payment to Class Wallet.*
7. *ESA will deposit your funds directly into your personal bank account (Be mindful you are seeking reimbursement from the government and this process can take several weeks.)*

How to Use the "Pay Vendor" to pay VCS

1. *You will need to keep your tuition account current while waiting for the funds from "pay vendor" to be applied to your account.*
2. *Once your ESA account is funded, you will need to access your FACTS tuition account to retrieve a schedule of payments:*
3. *To retrieve Schedule of Payments:*
 - >Log into your tuition account*
 - >Click Financial from the blue menu bar on the left hand side.*
 - >Click Financial Home in the Financial Links box*
 - >Click View Details in the Payment Plan & Billing box*
 - >In the right hand corner toggle the Term to the current school year.*
 - >Under the Schedule tab click View Full Schedule, then expand the next payment(s) due*
 - >Right Click and select Print. As your Destination choose "Save to PDF"*
4. *Upload your Schedule of Payments to ClassWallet.*

5. *Once your documentation is reviewed and approved by ESA and Class Wallet, you will receive an approval email from them. They will deposit your students' funds into VCS's bank account within 10 business days.*
6. *When VCS receives your ESA funds, we will allocate them to the next payment you have due on your tuition account within 7-10 business days of receipt. Note that we cannot apply funds until we physically have receipted them after they arrive at VCS. This process may take several weeks from the time you submit documentation to when we receive the funds.*

- **My family has experienced an unforeseen financial hardship and we can't 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 a payment has started 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

- **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.