



## Business Office FAQs

For assistance, please email: [business.office@thevillageschool.com](mailto:business.office@thevillageschool.com)

### ***How can I get an invoice to submit to my company?***

E-mail [business.office@thevillageschool.com](mailto:business.office@thevillageschool.com) and let us know that you require invoices to be sent to your company. Students need to be enrolled prior to an invoice being created. Please be sure to include the student's full legal name and/or student ID number in the request for faster processing.

### ***Do I need to enroll/re-enroll via the Infosnap link and code?***

Day Students: Yes, you will need to complete your contract through the link emailed to you from PowerSchool. Residential Life families will receive a contract via email, sign and return to [amy.debakey@thevillageschool.com](mailto:amy.debakey@thevillageschool.com).

### ***Am I required to input my banking details for auto-pay in the online enrollment?***

No. You may be asked to provide financial information in two places during the Infosnap/PowerSchools online enrollment process. The first will be for the ACH auto-drafts which you can decline by selecting "Payment Upon Statement". The electronic payment option will only be required if you are selecting a multi-installment payment plan. The only other time you will be asked to provide payment information will come at the very end of the process for the tuition deposit.

### ***What happens after I complete enrollment?***

After online enrollment is complete or a signed contract has been submitted, the due date for your tuition balance will depend on the timing of your enrollment submission. Account statements are sent monthly, mid-month, so if you enroll *prior* to the 15th, you will receive a statement that month with your tuition balance showing due the 1st of the following month. If you enroll *after* the 15th, you will not receive a statement until mid-month the *next* month, and the tuition balance would then be due on the 1st of the month following that.

### ***Late fees?***

Payment is due on the first day of the month. Late fees will be assessed, following a grace period, on the 4th working day of the month and are calculated as 1.5% of the outstanding balance at that time.

### ***I need Financial Assistance for my child's tuition.***

You can apply for Financial Aid on our website via our 3rd party aid estimator, SSS. You will find this link and instructions on our website [here](#) (on the Admissions tab, scroll to the bottom for the Financial Aid section).

### ***What is the difference between a Contract, Statement, Invoice, and Receipt?***

- A **Contract** or “tuition schedule/agreement” will show the details of the upcoming school year’s tuition with a breakdown of all tuition-related fees and discounts as well as finance fees for all available payment plan options. See “Mandatory Fee Explanation Sheet” for more information on fees.
- A **Statement** is sent to all families showing a balance due (tuition *and* ancillary charges) on a monthly basis. Statements are always sent out mid-month with the balance being due on the 1st of the following month. If you do not have any balance due (i.e. you owe nothing), you will *not* receive a statement. The statement will show a ledger of your family account that includes all tuition and fees totalled, any additional ancillary charges incurred, as well as any payments and/or credits applied. Statements are run for a specified timeframe which is typically about 3-5 months back from the date it is sent. The statement can be used for a receipt of payment as needed.
- An **Invoice** is sometimes required in lieu of the statement when a balance is owed for families who may need to submit documentation to their company for direct-payment or reimbursement purposes for which there are certain requirements. An invoice is similar to a contract, whereas, it does not show any ancillary fees, credits, or payments (outside of the tuition deposit); it simply provides a detailed summary of the tuition and fees from the annual contract in a format that meets all company and relocation agency requirements for processing. Invoices are available upon request.
- An official **Receipt**, outside of the monthly statement, is sometimes required for company-reimbursement or tax purposes and is very similar to an invoice; however, a receipt is provided as proof for a balance that has already been paid rather than a balance that is still owed.

### ***What might be billed to my account other than tuition?***

- Any ancillary services or activities that your child may participate in.
- Lunch (FLIK) purchases and Campus Store purchases are each accumulated monthly and billed to each child’s account the following month
  - We are not able to provide detail for each transaction upon request; however, the student will automatically receive a detailed receipt at their school email any time they make a purchase in the Campus Store. If at any point you would like to change the email recipient, you may do so by emailing your request to [veronica.skaggs@thevillageschool.com](mailto:veronica.skaggs@thevillageschool.com) with your child’s school ID included.
  - If you would like to turn off a child’s ability to purchase in the Campus Store altogether at any point, you can email Veronica Skaggs with that request as well.

### ***After School and Bus Services?***

Any after school or bus services needed can be requested through SchoolsBuddy. All billing and payments for these services will also be processed through SchoolsBuddy.