



TCA Online Re-Enrollment / Tuition Payment Frequently Asked Questions

General Questions:

- 1. What is the difference between Infosnap (Online Enrollment) and FACTS (Tuition Management Company)?**

We understand there is some confusion with the different service providers. Infosnap is the service provider we use to provide the online enrollment forms. They provide a secure link and data processing capabilities for us to collect all the information online and transfer that back to our school databases. FACTS is the service provider we are using to process tuition payments. The use of FACTS will allow our families to set up a monthly draft for their tuition balance or initiate monthly online payments. FACTS will also be able to handle monthly payments by check.

- 2. Do we need to print and sign any of the enrollment forms?**

At the end of the enrollment section, you will be given the option to print a copy of the forms for your records. You do not need to submit any of these forms to the school as they are being electronically submitted by you as the last step in the enrollment module.

- 3. What is the difference between the two payment methods shown in FACTS, Auto Payment and Invoice?**

The preferred payment method (Auto Payment) allows you to set up a scheduled monthly draft from your bank account on the first of each month. If you are unable to do the Auto Payment, you may sign up for the Invoice method. This will generate an electronic invoice each month and allow you to go online and initiate payment or mail a check to FACTS. The payment due date for the Invoice method is still the first of the month, and all checks must be received by the first. Information regarding late payments and penalties can be found on the FACTS website.

- 4. I am unable to pay my tuition by the first of each month, as the forms indicate, what should I do?**

The payment due date for all families is the first of the month. Any exceptions will need to be approved by Sam Thomas, TCA Business Manager.

- 5. I prefer to write a check for tuition; is this still an option?**

While this is not TCA's preferred method of payment, this is still an option. If you would like to write a lump sum check for the entire tuition balance you can drop that off at Business Office by

the Enrollment Deadline. If you prefer to make monthly payments by check, the Invoice payment method must be selected when enrolling in FACTS. FACTS will provide instructions on where to mail the check and how much time should be allowed to ensure timely payment.

6. I am in full-time Christian ministry and receive a discount on tuition, how will the system know this?

The system has been pre-loaded with any full-time ministry discounts of which the Business office is aware. If you have questions regarding your full-time Christian ministry discount please contact the Business Office.

7. My child is enrolled in Learning Lab, and the fees are not appearing on my contract. How will I pay these fees?

The Business Office will receive a list from each school in May of which students should be enrolled in Learning Lab for the 2012-13 school year. At that time, a communication will be sent to each payer allowing him or her to add these fees to the current payments or pay them in a lump sum separately. They can be scheduled over ten months on a different schedule from regular tuition payments.

8. The enrollment forms request my Middle and/or Upper School student's email and cell phone. How will TCA use this information?

If you indicate that you would like your child's cell phone to receive Connect Ed messages (This is suggested.), he or she will be included on communications made related to immediate security concerns on campus, school closings, etc. The Athletic Department may also use this email and/or cell phone to communicate announcements related to specific sports activities for which your child is involved.

Double Household / Third Party Payer Questions:

1. My child's parents do not live in the same household, which one of us will receive the enrollment ID?

The unique enrollment ID for each child will be emailed and mailed to the biological parent with whom the child lives, according to our school records. If a different person is responsible for completing the enrollment forms, please forward this information to that person.

2. A third party pays my child's tuition (ex, trust, grandparent, etc.). How should that payment be submitted?

If a third party is paying TCA directly for your child's tuition, you will not need to set up a payment plan through FACTS. You can request a FACTS ID for the third party to use to submit online payments through the FACTS system, or you can coordinate a lump-sum payment by check through the Business Office.

3. One child's parent pays tuition, and the other completes the enrollment forms. Can we still do this?

We recommend that the same parent who is responsible for payment completes the enrollment forms. The Enrollment Contract is completed with electronic signature, and the person who signs the contract is ultimately financially responsible to TCA for the tuition. If you have worked out other arrangements, the Business Office can issue a separate FACTS account for a parent who is not completing the enrollment forms.

4. Do both parents need to fill out forms since we live at different addresses?

Only one set of enrollment forms should be submitted per child. There is a place on the enrollment forms to indicate dual household information and provide both household's updated demographic data.

5. Both parents have an agreement to split tuition, how do we set up different payment plans in FACTS?

In the event that is impossible for one payer to set up a payment plan with FACTS for the tuition balance, the Business Office can manually adjust the amounts due and provide for separate payment plans to be set up. You will need to contact the Business Office after completing the enrollment forms to request this.

Student Tuition Aid Families:

1. I am applying for Student Tuition Aid; do I need to do anything during initial online enrollment period?

***YES.** Unlike prior years, you ARE required to complete the enrollment forms during the initial enrollment period. There is a place on the forms to indicate you are applying for Tuition Aid. You will NOT set up a payment plan through FACTS until the Financial Aid Award process is complete. When the award process is complete, you will receive communication from the Business Office with instructions to set up your payment plan and complete enrollment process. No payment is due during the Initial Enrollment period from STA families.*