

FINANCIAL FREQUENTLY ASKED QUESTIONS

Where do I find my financial account?

Your financial account information is under the **Financial** link on **ParentsWeb**. When you select the Financial link a summary of your account will be shown. Prepay accounts include the weekly tuition for Early Education and Summer Camp, and Grab-N-Go charges/payments. Balances show the amount remaining for academy tuition and incidentals such as yearbook, field trips, athletic fees, etc. To view detailed account information for charges select **Financial Home** is the Financial Links box. Select **View Details - Schedule - Expand All** to get details about a pending charge. You can also select the **Transactions** tab and click on Description to get details about a charge. Selecting the **Payments Made - Expand All** tab will display the details for each payment.

Can I receive notification before my Academy (TK-12th) tuition payments are processed?

YES, you can receive emails or texts 4 days before automatic Academy tuition payments are processed. If you didn't sign up for emails or texts during your Academy tuition plan setup, you can at any time by selecting **ParentsWeb - Financial - Financial Home (in the Financial Links box) - My Profile - Communication Settings**. Emails will be sent to the address on file in RenWeb.

Can I view and/or change my financial account at any time?

YES. To view or change your account select **ParentsWeb - Financial - Financial Home - (in the Financial Links box) Financial Accounts**.

Can I print a payment statement summary at any time?

YES. To print a summary statement select **ParentsWeb - Financial - Financial Home (in the Financial Links box) - View Details - View Payment Summary - Print**. You will be able to select the year or dates you would like to print.

Can I print a payment statement with details at any time?

YES. To print a detailed payment statement select **ParentsWeb - Financial - Financial Home (in the Financial Links box) - View Details - Payments Made** tab. To see what the payment applied to, select **Expand All**. You can set the date range of the dates you would like to print. Right click and select **Print**, to print the statement.

Can I print a transactions report at any time?

YES. To print a transaction report that will show all charges and payments, select **ParentsWeb - Financial - Financial Home (in the Financial Links box) - View Details - Transactions** tab. Select **Expand All** to see the details for each charge and payment. You

can set the date range of the dates you would like to print. Right click and select **Print**, to print the report.

What is the preferred payment method?

Online payments are the preferred payment method. There is no fee for online payments made from a bank checking/saving account. The fee for online payments from a credit/debit card is 2.85%. The credit/debit card fee for payments made in the office or by phone is 3%. With online payments, you specify exactly what you would like to pay, instead of depending on the finance office to post check/cash payments to specific charges unless you have a past due balance

Is there a Mobile Device App?

YES. RenWeb and FACTS have released an updated RenWeb Home app that allows you to view and access financial balances and make payments through FACTS via the mobile device app. In order to take advantage of this you must update your app to the latest version via the app store. You must have a student enrolled at MCA to use the mobile app. If you have a smart phone, ParentsWeb can be accessed through the internet so the app is not needed for a smart phone or tablet.

What are Prepay Accounts?

Prepay accounts include the weekly tuition for **Early Education, Summer Camp, and Grab-N-Go** charges/payments.

On the Prepay Accounts, how do I tell if there is a balance due or credit?

A negative amount (amounts with a – minus sign before the amount) is a balance that is owed. A positive amount (amounts without a minus sign before the amount) is a credit on the account.

How do I make Payments towards my Prepay Account for Early Education, Grab-N-Go, or Summer Camp?

Payments for Prepay accounts can be made by selecting **ADD FUNDS**, entering the amount of the payment, Next Payment Method, selecting an account already setup in FACTS or entering new account information, and Authorizing the Payment. Please note "By clicking the Authorize Payment button, you authorize FACTS to immediately process this payment from the financial account identified above. Once this payment has been authorized, it cannot be cancelled." Payments can also be made by sending in cash or check to the finance office.

How can I verify Prepay charges/payments?

Prepay charges/payments can be verified on your account through **ParentsWeb - Financial - Financial Home (in the Financial Links box) - Prepay Accounts View Details**. Select the Prepay Accounts tab. Select the person with the charges to see the

details for the prepay account. Please note the Grab-n-Go prepay account is a family account and will be under the primary account holder's name. You can also select the **Transactions tab** to get details about a charge. Selecting the **Payments Made tab** and **Expand All** will display the details for each payment.

How do my Grab-N-Go charges/payments work?

Upper school students, 6th through 12th grade, are allowed to purchase grab-n-go lunch items. Lower school students, TK to 5th grade, that forget their lunch, may charge a grab-n-go lunch. You may put funds in the grab-n-go account so that your student can charge grab-n-go purchases. If you have a balance owed for grab-n-go or \$0 in the grab-n-go account, you will receive an email each Sunday from FACTS. Please pay any balance due by selecting **Prepay Accounts ADD FUNDS**. If your balance is \$0 you may **ADD FUNDS** so that your child will be able to charge grab-n-go lunch items. Students with high lunch balances will not be allowed to charge grab-n-go items until the balance is paid. Please note that the grab-n-go account is a family account and will be displayed under the primary account holder's name, not a student's name.

How do my lunch order charges/payments work?

All ordered lunches must be paid for at the time the lunch order is submitted. Funds in the grab-n-go account do not apply to ordered lunches, only grab-n-go. If a lunch payment is returned after the lunch order and payment is processed a balance for lunch will be shown in Prepay Accounts. Please send a check marked lunch to the finance office or contact the finance office about the lunch balance. Lunch balances **can't** be paid online through **ADD FUNDS** or **Make A Payment**.

When I see my Balance on my account, does that include everything I owe?

The balances show the amount remaining for academy tuition, extended care, ASP tuition, and incidentals such as yearbook, field trips, athletic fees, etc.

What are Incidental Charges? –

Incidentals are charges for yearbooks, field trips, athletic fees, etc. The primary account holder will receive invoice emails anytime an incidental charge is added to your account. You can verify any incidental charges on your account through **ParentsWeb - Financial - Financial Home (in the Financial Links box) - Payment Plans and Billing View Details**. Select **Schedule - Expand All** to get details about a charge. You can also select the **Transactions tab** and click on **Description** to get details about a charge. Selecting the **Payments Made tab** and **Expand All** will display the details for each payment.

How do I make a payment for Incidental Charges?

Incidental balance accounts can be made by selecting **MAKE A PAYMENT**. Past due payments and upcoming payments will be displayed. Please note if there is a past due

balance, any payment will be applied to it first. Each amount due will be described as an incidental expense or payment plan. The upcoming payment plan payments are scheduled payments that will be automatically processed on the payment date. Incidental and early plan payments can be made by entering the amount of the payment, Next Payment Method, selecting an account already setup in FACTS or entering new account information, and Authorizing the Payment. Please note "By clicking the Authorize Payment button, you authorize FACTS to immediately process this payment from the financial account identified above. Once this payment has been authorized, it cannot be cancelled." Payments can also be made by sending in cash or check to the finance office.

If I have a question about my financial account, who do I contact?

Please contact Kathy Jackson in the finance office at kathy.jackson@fbcit.org or 704 882-3375 ext. 7908.