



STUDENT BILLING FAQ

2023-2024 School Year

VERACROSS FAMILY PORTAL

- Each parent and guardian will have access to view their monthly household statements and make online payments through the family portal of Veracross in time for their first bill in July. The business office will notify all new parents and guardians once the 2023-2024 school year has been opened and their access has started.
- New parents and guardians should have already received an email to activate their Veracross logins for use with the Veracross family portal and the Magnus Health portal. Please contact us if you need assistance with accessing either of these portals.

BILLING CYCLE

- Starting in July, household statements are available for viewing on the 10th of every month, or the first business day after, through the family portal of Veracross. Parents and guardians will receive a household statement notification via email from the business office as soon as statements are available each month.
- Each school year will have its own invoice. This means that all charges, any applicable financial aid, and payments from the current school year will be listed on the same statement.
- All payments are due by the 25th of each month. Accounts that are past due should expect to receive collection reminders from the business office.

BILLING ACCESS

- Access to student billing on the family portal is automatically given to both parents and guardians on file for a student. Contact the business office if there are any special circumstances that need to be considered such as a court order or parenting plan or if any third party needs to also receive the monthly statements.

OPTIONAL EXPENSES AND FEES

- Most expenses are billed to accounts the month after the activity has occurred. For example, at the Upper School, dances serve as fundraisers for many of the student clubs. Most of the time the charge for a dance is \$8 and will be billed to accounts the month after the dance takes place. (Dances at the Middle School are no charge to students.)
- Accounts are also billed for various programs based on the payment plan listed on a contract signed by a parent or guardian. Examples of this would be tuition, the laptop program, the custom bus program, music lessons, and the Global Service Learning program.
- At the Upper School, some athletic teams will have charges associated with participation to cover costs of various trips. Towards the end of May, the Athletics department produces a document called “Lakeside Athletics: Time Commitment for Student-Athletes, Financial Commitment for Families.” This document is posted on [the Parents and Guardians homepage](#) under the “Athletics Information” section.
- A summary of other optional expenses can be found by clicking on the “tuition, fees, and other expenses” section of this Admissions page: <https://www.lakesideschool.org/admissions/tuition-and-financial-aid>

FOOD CHARGES

- All new students will be assigned a student ID number. This number will be used by the dining hall at both the Upper School campus and the Middle School campus to record your student’s food purchases.
- Cash can also be used for a purchase, rather than using a student account, but this is not very common.
- In some circumstances, food accounts can be turned off for the school year if a family does not want a student charging food to their student account. Email billing@lakesideschool.org for more information.
- All food purchased on account is invoiced monthly to the household statement in Veracross. This means your Oct. 10 statement will have a line item of “Food Charges- Sept 2023” with the total amount purchased by your student for the month.
- Families can view their student’s purchases in real time through our food service site, TotalK12. The business office will send more information to parents and guardians about accessing this site once the school year begins.

FINANCIAL AID PROCESS

- Some families are eligible for different types of financial assistance at Lakeside. The Admissions and Financial Aid Office will notify all recipients of their award amounts by mid-May.
- Whenever charges are placed on an account, any applicable financial aid will also be placed on the account to lower the cost to the family.
- Please reach out to the financial aid office at financialaid@lakesideschool.org regarding any questions about the financial aid process or the amount of aid on your monthly statements.

PAYMENT OPTIONS

- The preferred payment method is the **ACH Auto Pay Program**. Lakeside will auto deduct your tuition or current balance on the 25th of each month. [Click here to view additional details and to sign up.](#)
- We also accept the following payment methods:
 - **Veracross Checkout:** One-time payments can be made online through the Veracross family portal. The "VCPay Wallet" feature allows families to save pay methods for future use.
 - **One-time ACH Payments:** Families can pay via "e-check" from a checking or savings account. There is no fee for using this option.
 - **Debit/Credit Card Payments:** Families that elect to use this payment method will be required to pay the card fees associated with their transaction.
 - **Check:** Checks are the least secure option and not recommended. Checks can be dropped off at the main office of either campus. Checks can also be mailed to: Attn: Sarah Damm, Lakeside School Business Office, 14050 1st Avenue NE, Seattle, WA 98125

ANNUAL RE-ENROLLMENT

- All accounts need to be current (or less than \$400 past due) through the January 25th due date in order to be eligible for re-enrollment in the second week of March. Holds will be placed on balances over \$400 and the account balance must be paid to re-enroll by the re-enrollment deadline.
- As part of the re-enrollment process, the deposit payment of 10% of net tuition charges (tuition less tuition aid) is due during the ten-day re-enrollment window. Exact dates of re-enrollment will be sent to parents and guardians mid-February.

TUITION PAYMENT PLAN OPTIONS

- **Payment in Full:** Due July 25.
- **Two Equal Payments:** Due July 25 and Jan. 25.
- **Three Equal Payments:** Due July 25, Oct. 25, and Jan. 25.
- **Monthly:** Eight equal monthly payments due July 25 through Feb. 25.
Payment plans cannot be changed after enrollment has closed. Families are always free to make their tuition payments early. However, there is no discount for early payment. If families have forgotten their student's payment plan selection or would like a copy of the enrollment contract, please email billing@lakesideschool.org.

GRADUATION REQUIREMENT

- Family accounts must have balances below \$400 for seniors to participate in the graduation ceremony and receive their official transcripts and diploma.

This information is provided by the business office- Please contact Sarah Damm, student billing accountant and family information manager, with any questions or concerns at billing@lakesideschool.org or 206-440-2763.