



Student Billing- New Households

FREQUENTLY ASKED QUESTIONS

Veracross Family Portal

- You have access to view your household statements and make online payments through the family portal of Veracross. Save this link to access the family portal: <https://portals.veracross.com/lakeside/login>
 - All new parents and guardians received a “welcome to Veracross” email in May. This email contains a hyperlink that allows you to activate your account on the family portal.
 - If you can’t remember if you have activated your account, email billing@lakesideschool.org and we will assist you.
 - If you have forgotten your username or password, use this link: https://accounts.veracross.com/lakeside/accounts/forgot_password
- Once you have logged in, click the link to the right that says “my invoices.” Clicking this link will bring you to your account information. Next, either click “view” to see your current statement or click “pay” to begin the process of making an online payment.

Enrollment Deposit

- The deposit was 10% of net tuition charges (Tuition less tuition aid).

Payment Plans

- **Selected at enrollment:**
 - **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.
- **Can we change a payment plan at this point in time?**
 - No, now that enrollment has closed your payment plan selections are locked in place.
 - You are always free to make your tuition payments early. However, there is no discount for early payment.
 - If you have forgotten your payment plan selection or would like a copy of your enrollment contract, please email billing@lakesideschool.org.

Monthly Household Statements

- Household statements are available for viewing on the 10th of every month, or the first business day after, through your family portal. You will receive a household statement notification via email from the business office on a monthly basis as soon as statements are available.
- Statements are set to a 2 month rolling cycle. This means that all charges, credits, and payments from the current month and prior month will be listed on your statement.

- Email billing@lakesideschool.org to request statements longer than what is currently posted.
- All payments are due the 25th of each month.
 - Balances that are past due should expect to receive collection reminders from the business office.
- When will I see charges invoiced on my statement?
 - Many of your miscellaneous charges are back billed. For example, food and outside tutoring charges will be placed on your account the month after the charges took place.
 - For any contract that you signed, the charges will be invoiced based on the payment plan of that contract. Examples would be tuition, a laptop computer, the custom bus program, music lessons, and the Global Service Learning program.
- I will be receiving financial assistance. How will this process work?
 - Before posting the billings every month, all charges are reviewed by the admissions and financial aid office. After review, both charges and any applicable financial aid credits will be placed together on your statement.
 - Please reach out to Tearon Joseph at Tearon.Joseph@lakesideschool.org regarding any questions about the financial aid credits on your statements.

Payment Options

- **Veracross Checkout-** Payments can be made anytime online with a checking or savings account. A printable PDF receipt will be provided after making your payment.
- **ACH Auto Pay Program-** Lakeside can auto deduct your tuition or current balance on the 25th of each month. Click [here to view additional details and to sign up](#).
- **Check-** Please reference your household ID number from the top of your statement in the memo line. These can be mailed to:

Business Office
Lakeside School
14050 1st Avenue NE
Seattle, WA 98125

Checks can also be dropped off, either at the business office in the third floor of Moore Hall at the Upper School or in the main office of the middle school. The middle school drop box is picked up at least once a week.

- We do not accept credit card payments for household statement charges.

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 account over \$400 past due. The delinquency must be resolved in order to re-enroll by the re-enrollment deadline.**

Graduation

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

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.