

The Lovett School 2012-13 Enrollment FAQ's

Q: What is the due date to complete the enrollment process and pay our deposit?

A: The completed Student, Family & Health Information Form, Enrollment Contract, and deposit are due by **February 29, 2012**, in order to secure your child's place for the next academic year.

Q: After entering in my snapcode I tried logging into my infosnap account but I get an error message. What do I do?

A: Here are some helpful tips if you get the following error messages.

- "An account could not be found for the email address provided." - infosnap does not have an account associated with that email address. If you believe the student may have been enrolled using another account, please try entering a different email address.
- "The password provided was incorrect" – The system recognizes the email address (which means you DO have an infosnap account) but the password is incorrect. The retrieve or reset the password, use the "Forgot Password" feature.
- At any time you may "Create a New Account" for any email address not currently in the infosnap system (this will not adversely affect your enrollment information). If the system says "The email address you entered is already being used", please return to the "Sign In" page and use the "Forgot Password" feature.

Q: If a grandparent, trust, or other individual or organization pays for my child's tuition, how do I go about making my payment?

A: We understand that some families have unique payment arrangements that prevent or make difficult the payment of tuition online.

Please continue to update the Student, Family & Health Information Form and Enrollment Contract online through infosnap.

- After you have entered and reviewed all your data you will come to the page online titled "Payment and Submit". Select the payment method "Check" and then click on "Submit".
- Send your deposit payment in the manner in which you have done in the past.

As a courtesy please contact Shonda McGee at (404) 262-3032, ext. 1253, or smcgee@lovett.org to inform her of your payment method. Please mail the deposit to The Lovett School, 4075 Paces Ferry Road, NW, Atlanta, GA, 30327, Attention, Shonda McGee.

Q: I am the custodian of our children. Will anything be sent to my ex-spouse?

A: The School will send out paper copies of the Student, Family & Health Information to the alternate parent and request that the information for Household 2 be completed and returned.

Q: I am the custodian of our children but my ex-spouse is contractually responsible for making payments. What information do I need to complete?

A: As custodial parent you will receive the SNAPCODE for your children's' online enrollment.

- Please update the Student, Family & Health Information Form and Enrollment Contract online through infosnap and electronically sign the contract.
- After you have entered and reviewed all your data you will come to the page online titled "Payment and Submit". Select the payment method "Check" and then click on "Submit".

- Please contact the alternate parent to arrange for enrollment deposit payment.

The School will make every attempt to identify unique payment arrangements, to send paper copies of the Student, Family & Health Information AND Enrollment Contract to the alternate parent and to request that they complete the forms and remit the enrollment deposits. However, it would be helpful if families can contact the school and let us know if special arrangements need to be made. As a courtesy please contact Shonda McGee at (404) 262-3032, ext. 1253, or smcgee@lovet.org.

Q: Am I able to mail a check instead of paying by ACH or Credit Card?

A: Yes. However, we encourage you to complete the enrollment process online including the Enrollment Contract, Student, Family & Health Information Form, and deposit. This saves the school financial and other resources and ensures that there are no delays in your enrollment process.

If you desire to pay by check, please follow these steps:

- Update the Student, Family & Health Information Form and Enrollment Contract online through infosnap and electronically sign the contract.
- After you have entered and reviewed all your data you will come to the page online titled "Payment and Submit". Select the payment method "Check" and then click on "Submit".
- Send your deposit payment in the manner in which you have done in the past.

Please contact Shonda McGee at (404) 262-3032, ext. 1253, or smcgee@lovet.org so that she is aware of your payment method. Please mail the deposit to The Lovett School, 4075 Paces Ferry Road, NW, Atlanta, GA, 30327, Attention, Shonda McGee.

Q: How long will it take a payment to be posted to my account?

A: In general, you should expect the payment, whether by check or online, to take about 10 business days to process once you have submitted your payment.

Q: If my account is on hold, should I go ahead and pay the enrollment deposit?

A: No, at this time your snapcode, which is required to complete your online re-enrollment, is being held. Once your hold is removed your snapcode will be sent to you so that you complete your online enrollment and make your deposit for the 2012-13 school year.

Q: We receive financial aid; am I required to remit an enrollment deposit?

A: Yes, you are required to make a deposit. Please contact Steve Brown at sbrown@lovet.org for additional information.

Q: The online enrollment system is asking for a snapcode. Where do I get one?

Included in your re-enrollment mailing was a letter for each enrolled child. In the upper right hand corner of the enrollment instructions is your child's snapcode

Q: I still have my snapcode from last year. Can I use it to enroll my student for next year?

No. A unique snapcode is issued to each student every year.

Q: If I misplace my snapcode, who do I contact?

A: Please contact Shonda McGee at (404) 262-3032, ext. 1253, or smcgee@lovet.org.

Q: If I make my payment by ACH or Credit Card online, does this information stay on file for future use?

A: No, neither the ACH nor Credit Card information is stored by The Lovett School or our enrollment payment processor, Diamond Mind.

Q: I don't want to complete the Student, Family & Health Information Form or Enrollment Contract online. How do I go about enrolling my child?

A: If you have circumstances that prevent you from completing your Student, Family & Health Information Form or Enrollment Contract online, please contact Shonda McGee at (404) 262-3032, ext. 1253, or smcgee@lovett.org so that we can make other arrangements.

Q: Can I print the Student, Family & Health Information Form and Enrollment Contract?

A: Yes. Once you have submitted your Student, Family & Health Information Form, signed Enrollment Contract, and selected your payment method you are able to print both forms from the page labeled "Submission Confirmation." Note that if you forget to print these forms you can log onto the online enrollment system at any time and print or reprint them.

Q: How do I know that my Student, Family & Health Information and contract was submitted?

A: Once your Student, Family & Health Information Form, Enrollment Contract, and Payment Selection are electronically submitted you will get an email from infosnap confirming your information submission. However, please remember that enrollment is not considered complete until payment has been received. If you paid via ACH or credit card, you will receive a payment confirmation email from Diamond Mind, our payment processor.

Q: How do I know that my online payment was submitted?

A: Once the payment is electronically submitted, you will receive an email confirmation from Diamond Mind, our enrollment payment processor.

Q: What types of online payments can be made?

A: The enrollment online payment program is sponsored through Diamond Mind. Lovett has partnered with Diamond Mind to offer MasterCard, American Express, and Discover, as well as ACH bank drafts.

Q: Which credit cards will we be able to use?

A: Diamond Mind is partnered with Lovett for the enrollment process to offer MasterCard, American Express, and Discover. Visa does not participate in our plan. Your payments will be automatically charged to the credit card you specify (American Express, Discover, or MasterCard). Please note that a 2.5% convenience fee is added to each payment when using this option.

Q: Please explain the ACH bank draft.

A: ACH payments are those payments you have authorized Diamond Mind to process directly with your financial institution. It is simply a bank-to-bank transfer of funds that you have pre-approved for your tuition expenses at The Lovett School. Payments may be made from either your checking or savings account. Diamond Mind will make all withdrawals from your bank account and then electronically deposit the amount to the Lovett bank account and post payments to the Lovett student account.

Q: If I chose to use an ACH bank draft, what day of the month will funds be withdrawn from my account?

A: Diamond Mind will deduct the money from your bank account within 24 hours. If a payment date falls on a weekend or banking holiday, the payment will be attempted the following business day.

Q: What happens if Diamond Mind attempts to process my ACH payment and there are not enough funds in my account?

A: Should an automatic bank payment or credit card payment be returned, a \$35.00 Returned Payment Fee will be assessed to your account. You will be notified by The Lovett School of any returned checks.

Q: Will Diamond Mind charge a convenience fee?

A: Credit card payments made through this system are subject to a 2.5% convenience fee. ACH back drafts do not incur a convenience fee. The convenience fee will be displayed prior to completing the transaction, and you will have the opportunity to review and approve the transaction before your credit card or bank account is charged.

Q: Why are you collecting student health information?

A: Historically, the Student Health Form was mailed or emailed to you in the spring. In an effort to streamline this process and allow for easy access to all information the Student Health Form is now a part of the enrollment process. The Student Health Form is an important component of your child's wellness while at The Lovett School. The information gathered from the Health Form is vital to the function of our school's Infirmary and Certified Athletic Trainers in order to have medical information on your child that is up-to-date and complete. Such information allows the school's staff to best serve your child during their school day.

Please note: for those students that are new for 2012-13, have had an immunization in the last year, are diabetic, asthmatic, subject to seizures, taking medications or are participating in MS or US PE or Athletics, additional information will be required to be completed and sent to the infirmary in the spring. Further Information will be sent from the infirmary.

Q: Who do I contact with questions about the Student Health Information Form?

A: Please contact Nancy Skinner at (404)-262-3032, ext. 1242, or nskinner@lovet.org.

Q: Who do I contact with questions about the enrollment process?

A: Please contact Shonda McGee at (404)-262-3032, ext. 1253, or smcgee@lovet.org.

Q: Who do I contact if I need to make changes to my enrollment data but I have already electronically submitted my contract to The Lovett School?

A: Please contact Jonathan Corley at (404)-262-3032, ext. 1285, or jcorley@lovet.org.