



## Education Student Accounts (ESA+) Program: What Should an Invoice Show?

### ESA+ services are:

- Tutoring and teaching services
- Educational therapy
- Transportation

Parents submit **invoices** (via ClassWallet) for **payment to their service providers**.

### Invoices must include:

- Name of approved provider or company
- Student's first and last name as it appears in MyPortal
- Parent's first and last name as it appears in MyPortal
- Type of service
- Date(s) of service
  - Examples of acceptable date formats:
    - 9/12/2025
    - September 2025
    - Fall Semester 2025
- \$\$ amount charged for service
- Line item for 2.5% Transaction Fee, if included
  - TIP:* Parents, don't add the 2.5% transaction fee to the payment amount unless the provider has included it as a line item on the invoice

### Paying in Advance for Services

Families have two options when it comes to paying for summer expenses:

#### 1. Pre-Pay for June – August 31

Before ClassWallet closes for the school year on June 22, families can prepay for services that will take place June – August 31.

- Families must prepay to use funds for June services.

#### 2. Pay for July & August Services Once ClassWallet Reopens

Families can pay for July and August services once ClassWallet reopens (with rollover funds or their new school year funds, once those are available for fall):

- Once ClassWallet reopens, families cannot pay for services that took place prior to July 1.

A prepayment can only be made to an enrolled provider.



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### Transportation

A parent must have a contract with the transportation company. Submit a copy of this contract with the first invoice. More information about [transportation services here](#).

### Documents that Don't Work as an Invoice

ESA+ can't accept payment agreements and insurance benefit explanations.

*Parents, see below for the top reasons invoices are rejected by ESA+ transaction reviewers.*

## TOP REASONS INVOICES ARE REJECTED *and what to do next*

**The parent requests to pay more than the invoice shows as due.** Don't add to the payment amount in an attempt to cover the 2.5%. Obtain an invoice from your provider that includes the 2.5% as a line item. See the [FAQ for providers here](#).

**ESA+ has already paid for the service.** Check your invoices carefully and submit the correct one.

**The student name doesn't match the ESA+ student name in MyPortal.** Make sure your provider includes your student's name as it appears in the MyPortal record.

**The person responsible for payment isn't the parent on record.** Make sure the invoice is charging the ESA+ parent of record as listed in MyPortal.

**The provider has charged for tuition.** Remember that Home School families don't pay for tuition. The category is "tutoring and teaching services".

**Timing:** The invoice charges in the fall for services that take place after January 1, or charges for the next school year in the spring.

**The service is not allowable.** Expenses that are not allowable include after-school care, school lunch, and field trips. See [ESA+ Allowable Expenses](#).



## Education Student Accounts (ESA+) Program: What Should an Invoice Show?

If an invoice is rejected but the service is allowable, the parent can resubmit a corrected invoice.

### Need to talk to us?

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