



## 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 the option to pre-pay for services each semester, if their provider allows it. The ESA+ program allows pre-payment for the **current semester** (see schedule below).

#### Pre-payment schedule

**Fall Semester:** for services provided August 1 – December 31

**Spring Semester:** for services provided January 1 – July 31

Funds from one school year cannot be used to pay for the upcoming school year (i.e., spring 2025 funds cannot be used to pre-pay for services in fall 2025).

### Transportation



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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](#).

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



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Need to talk to us?

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