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Dear GIS Parents,

The Finance Office would like to encourage you to use **GIS Family Web** to view your family account statement (invoice). Here is information on how to access this online statement:

- If you have never registered or logged into GIS Family Web, please follow this link to register and log in: GIS Family Web Access https://docs.google.com/document/d/13hpc8xuYyBYJAtvzIkcZyqTpQQkqF3oHVqmTJ_ykPP0/edit?pref=2&pli=1
- > Finding the Statement
 - Log in to **Family Web** (https://gi-tha.client.renweb.com/pwr/?SchoolCode=GI), and you will see three categories on the left: (a) School, (b) Student, and (c) Family.
 - Select the **Family Information** category.
 - o Select Family Billing.
 - Click on the **Details** link on the far right. There are two Accounting Categories, GIS Fees and ESD Fees (Extension Services Division).
- > Understanding the Statement (Please refer to the screenshot on the second page)
 - o A zero balance does not mean there are no details. Click the **details** link to confirm.
 - An outstanding balance does not mean it is due. The Finance office creates fees for the full year. Tuition and meal fees for Semester 2 may appear that are due later.
 - o The "Date" can either be the date a fee is due or when a payment was received.
 - The second column will show a description of the line item. This can be any of 3 transactions: (a) a fee charged to a student/family, (b) a credit given toward a family, and (c) a payment received. Each fee has the name of the student to whom it applies.
 - The third column "Charges Credits" would be better labeled "Charge or Credit." A charge will show as a positive number, while a credit will be a negative amount.
 - The fourth column shows you any payments that have been received.
 - Finally, the fifth column shows a running balance. Again, a negative balance indicates a school credit, while a positive balance indicates money owed to GIS.

The Finance Office sends a family account statement (invoice) to parents every semester and in May for the following school year. We understand there are other times when parents want an updated statement. By following the instructions above, you will be able to view your statement online.

Please feel free to come by the Finance Office if you have trouble accessing your online statement. We are here to serve you, and we believe that **GIS Family Web** will help us serve you better.

Sincerely, Eric Frantz Chief Financial Officer

A zero balance does not mean that there are not any details!

