



Status of TheoPay Orders



On August 15, more than 13,700 student accounts were funded for the first semester. Individualized Instructional Plan students immediately began shopping on TheoPay with over 3,000 orders received on the first day. Additional orders continued to be placed by our Hope participants in the subsequent days at higher volumes. At the current pace of fulfillment, staff expects that all remaining orders from this peak funding season will be processed within seven days of the date of the order. Fulfillment times are expected to get back to the normal standard of 1-3 business days from the time of order outside of funding cycles or increased shopping times from participants, such as Amazon Prime Days or around Black Friday/Cyber Monday.

Additional enhancements are in development which should help speed up fulfillment times even more for the second semester funding distribution on January 15, 2026 and for the 2026-2027 school year when eligibility for the program expands.

There will always be a rush of TheoPay orders at the beginning of each school year simply due to the volume of funding that is being distributed. Families are strongly encouraged to consider other options available under the program. For example, off-the-shelf curriculum is eligible for reimbursement under the Board's **Reimbursement Policy**. Utilizing this option will help families get the curriculum needed to start the school year in a timely manner. Families can also plan ahead to spend carryover funds throughout the summer on TheoPay in advance of the first semester funding distribution for the new school year. Use of these options will help reduce the backlog of TheoPay orders in August each year.

Best Practice for Placing Orders for Services



When placing orders for services with providers in the marketplace, please place individual orders for the services. For example, if you want to purchase 10 weeks of a product for weekly music lessons, please place 10 individual orders in the system instead of one big order for a quantity of 10. Placing the orders individually allows the vendors to invoice for one order at a time as they actually

provide the service – there is not currently a way in the system for them to split out the quantity ordered into multiple invoices. Vendors generally should not be invoicing before services are actually rendered to students, but when multiple quantities are ordered and the vendors provide the first of those services, they are generally billing for the full quantity ordered at that point in time instead of waiting until the last service is provided. If something happens and your student never receives the full quantity of services that you ordered, the vendor will be in a position where they have to refund money back to your student's Hope account instead of simply cancelling the unfilled orders and the funds being available instantly in your student's Hope Scholarship account. Provider refunds may take up to 30 days or longer to complete.

Discounts for TheoPay Orders

As a reminder, the Hope Scholarship Program cannot guarantee that discounts available at the time a TheoPay order is placed will still be available at the time the order is actually fulfilled. In addition, personal discounts for which a Hope account holder may be eligible, such as first responder or teacher discount codes, cannot be applied when the Program is fulfilling orders on behalf of the account holder since

Student First Technologies is not eligible for such discounts. Account holders may also be eligible for special pricing or discounts as a personal rewards member of a vendor, but again, such pricing likely will not be available to Student First Technologies when fulfilling orders.



Curriculum Purchases



When purchasing curriculum items from vendors such as BJU Press and Abeka, please remember that TheoPay can only be used for *physical items* that do not require a subscription, that do not require access to a parent account, or that do not need to be returned directly to the vendor, such as loaned/checked out products like DVDs. Items with a digital download component can also be difficult

with TheoPay if the vendor doesn't have a way for the fulfillment team to easily transfer the digital item to the account holder. Please check the description of the products carefully before placing your order to ensure that the item you are

requesting doesn't have one of these additional restrictions that would prevent the order from being fulfilled.

The inability to use TheoPay to pay for a specific off-the-shelf curriculum does **NOT** mean that you cannot use that curriculum for your child with your Hope Scholarship funds. **The Hope Scholarship Board's [Reimbursement Policy](#) includes a provision for off-the-shelf curriculum.** Please review the policy prior to making any out-of-pocket purchase to ensure that the item qualifies for reimbursement.

Reimbursement Reminder: Online Private School Programs

Tuition paid to online private schools, such as Liberty University Online Academy, are not eligible for reimbursement under the Hope Scholarship Board's **[Reimbursement Policy](#)**. Tuition for such programs goes far beyond off-the-shelf curriculum or a digital subscription even though the classes being taken may be pre-recorded. Such online private schools offer additional services, such as academic advising, live teacher office hours, issuance of a diploma upon graduation, etc. In order to use your student's Hope Scholarship funds for such tuition, the online private school must register to be a participating education service provider with the Program.



The Hope Scholarship Program is excited to announce that Acellus Academy recently registered to be a participating education service provider with the Hope Scholarship Program and now has approved service offerings in the online marketplace for purchase by Hope students. Although Acellus Academy is an accredited online private school, they are registered as a service provider and not as a participating school. Therefore, students attending Acellus Academy are still considered Individualized Instructional Plan (IIP) students.

Non-Qualifying Expense List

Hope Scholarship account holders are encouraged to review the Hope Scholarship Board's **[Nonqualifying Expense List](#)** before submitting TheoPay orders. While the list is not an all-inclusive list of items which are not allowable for purchase with Hope Scholarship funds, it will help give account holders an idea of the items which have already been considered by the Board and deemed unallowable. The Hope Scholarship Parent Handbook also includes the approved educational qualifying expenses for participating families to review.

Used/Refurbished Equipment

As a reminder, the Board's Non-Qualifying Expense List includes "refurbished or used technology equipment." Such technology items may be identified labeled by a vendor with terminology such as open-box, scratch and dent, returned, etc. All such terminology implies that the items have been used previously.

Extended Warranties for Technology Equipment

When placing an order for a laptop, iPad or other technology equipment, any extended warranties must be requested at the time of initial purchase. Extended warranties cannot be added at a later date. If the extended warranty is rejected in the initial TheoPay cart scan, please be sure to submit the justification and still submit it with the TheoPay order so the fulfillment team can review and make the purchase. We are working with Student First Technologies on updates to the Artificial Intelligence related to extended warranties, but the interim solution is to submit the justification for the extended warranty as those can be covered with Hope funds at the time of initial purchase.

Best Practice: Don't Use Your Work Email Address



Please do not use your work email address as the email address associated with your Hope Scholarship account. If you change employers for any reason, then you will lose access to that email address and no longer receive important updates regarding your student's Hope Scholarship account. If you have established your Hope Scholarship account using a work email address, you are encouraged to contact the Hope Engagement Center at 681-999-4673 or help@hopescholarshipwv.com for assistance with updating the email address on your account.

New TheoPay Whitelisted Providers

The following vendors have been whitelisted for TheoPay since the last newsletter:

- Immersive Learner
- MEL Science
- Curiosity Box
- Class Creations
- Ascend Learning

- Catholic Heritage Curricula (CHC) Publishing
- The Little Virtues
- No Sweat Nature Study
- Art Cart
- Angelus Press
- Shepherd University Bookstore
- Tonies US, Inc.

Important Upcoming Dates

- Sept. 15, 2025: Last Day to apply for 75% funding for the 2025-2026 school year
- November 30, 2025: Last day to apply for 50% funding for the 2025-2026 school year



Fraud and Abuse Reporting

If you are aware of any person who has abused the use of their Hope Scholarship funds or has committed fraud or attempted to commit fraud involving Hope Scholarship funds, you can file a report on the Hope Scholarship website. Click on the link below to report fraud or abuse.

[Report Fraud or Abuse](#)



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