

FACTS Incidental Billing Process

FACTS offers the flexibility and convenience for families to pay for incidental expenses that fall outside of tuition.

Incidental invoices may be sent periodically for charges that are not included in your payment plan with FACTS. Families who do not have a payment plan with FACTS may also receive incidental invoices. The invoice will include the amount of the charge, a description of the item and when payment is due. If your school charges a late fee, the amount will be listed. Returned payments will incur a \$30 FACTS Returned Payment Fee.

Payment Notifications

If you elected to receive notifications by email, you will simply view the link provided in the incidental invoice email. This link will take you directly to the payment screen. You do not need to log into your FACTS account to make a payment. Unless you would like to use your stored financial account information. If you elected to receive notifications by postal mail, you will simply follow the detailed instructions included in the paper invoice for your payment options. You always have the option to change your mode of notification in the My Profile section of your online account.

Paying Online

1. Log in to your FACTS account by following the link provided in your invoice or go to <https://online.factsmgt.com>
2. Select "Make a Payment". You are able to pay with a stored financial account or add another account.
3. You will then read and accept the terms and conditions of the payment and click Submit.

A confirmation page will be displayed and you have the option of printing it or having it emailed. Please be aware that payments are processed immediately and cannot be stopped once submitted.

Auto Pay

You can opt to have your incidental expenses automatically debited from a designated account on the due date of the invoice. Click "Enroll in Auto Pay", select or add an account, read and accept the terms, then click Submit. You will continue to receive invoices, but you will not need to initiate the payment as it will be processed automatically. In some cases, a school may require families to be enrolled in Auto Pay.

Paying by Mail

If you've received a paper invoice, you can mail your payment and bill top to FACTS in the envelope provided. For electronic invoices, there is a link on the dashboard of your user account to print your invoice for mailing purposes ("Click here for Mail in Payment Option"). The mailing address is provided.

Flexibility and Service

Families can go online to their FACTS account at any time to view incidental invoices, check tuition payment plans, make payments, change financial accounts, and update personal information. If you need assistance logging in or navigating the online payment site, please call FACTS at 866.441.4637, 24 hours a day, 7 days a week.

If you have a question regarding the amount or type of charge on your invoice, please contact your school for clarification.
