

Setting up a FACTS Payment Plan



Here are some items you may need:

- Customer or Student ID (provided by the school, if applicable)
- Financial Account information

- 1 Go to your school's website and locate the FACTS link. If you are a returning user, please Sign In with your existing username and password and skip to Step 4. If you are new to FACTS, please "Create a username & password."

- 2 Enter your demographic information (name, address, phone number, email).
- 3 Create a user name, password, and select security questions.
- 4 You are now logged in to your FACTS Account. Select **Set up a Payment Plan**.
- 5 Choose the appropriate term (school year) and click Continue.
- 6 **Contact Information:** Review the information and choose a correspondence method.
- 7 **Students:** Click "Add Student" and include all students for this payment plan.
- 8 **Plan Options:** Select a payment plan and click Next. Note information about possible fees.
- 9 **Payment Details:** Enter your financial account information.
- 10 **Payment Schedule:** Select your payment date and review your schedule.
- 11 **Review:** You can select the "Change" links on the right side of the screen to go back and edit your entries. Check the box to agree to the Terms & Conditions and click "Authorize."
- 12 **Thank You:** Print or e-mail your confirmation page. It includes your agreement number which can be used to reference your tuition payment plan with your school and FACTS.

You may contact a FACTS representative 24/7 at (866) 441-4637 with questions.



Tuition Management

FACTS provides flexible payment plan options to families at private and faith-based schools. Families can budget their tuition, making private school more accessible and affordable. Our process is simple, convenient, and secure.

FACTS Confirmation Notice

Once your information is received and processed by FACTS, you will receive a FACTS Confirmation Notice. This notice will confirm your payment plan information. Please check this information for accuracy, and contact your school or FACTS with any discrepancies.

Frequently Asked Questions

- **Is my information secure?**
Yes. Your personal information, including payment information, is protected with the highest security standards in the industry. For more information on security, visit FACTSmgt.com.
- **When will my payments be due?**
Your payment schedule is set by your school, and your financial institution will decide the time of day your payments are processed.
- **What happens when my payment falls on a weekend or a holiday?**
Your payment will be processed on the next business day.
- **What happens if a payment is returned?**
Returned payments may be subject to a FACTS Returned Payment Fee; watch for a returned payment notice for additional information.
- **How do I make changes once my agreement is on the FACTS system?**
Changes to your address, phone number, email address, or banking information can be made at <https://online.factsmgt.com> or by contacting your school or FACTS. Any changes to payment dates or amounts need to be approved by the school and the school will then need to notify FACTS. **All changes must be received by FACTS at least two (2) business days prior to the automatic payment date in order to affect the upcoming payment.**
- **What is the cost to set up a payment plan?**
If an enrollment fee is due, the amount of the fee is indicated when setting up your agreement. If applicable, the nonrefundable FACTS enrollment fee will be automatically processed within 14 days of the agreement being posted to the FACTS system.

FACTS Customer Service

We are committed to doing all we can to provide you with the highest quality customer service in the industry. Whether you want to view your account online or speak with one of our highly trained customer service representatives, FACTS is dedicated to serving you.

To view your payment plan details, login to your FACTS account at online.factsmgt.com. Customer Care Representatives are also available to assist you 24/7.

For more information, visit FACTSmgt.com/payment-plans



FACTS provee opciones flexibles de planes de pagos a familias en escuelas privadas o basadas en la fe. Las familias pueden presupuestar su colegiatura, haciendo de esta manera el ingreso a escuelas privadas más accesible. Nuestro proceso es simple, conveniente y seguro.

Carta de Confirmación de FACTS

Una vez que su información sea recibida y procesada, usted recibirá una Carta de Confirmación de FACTS. Esta notificación confirmará la información de su plan de pagos. Por favor revise esta información para verificar la exactitud, y comuníquese con su escuela o con FACTS con cualquier discrepancia.

Preguntas Frecuentes

- **¿Está mi información segura?**
Sí. Su información personal, incluyendo la información financiera, es protegida a los niveles de seguridad más altos de la industria. Para más información relacionada a la seguridad, visite FACTSmgt.com.
- **¿Cuándo se vence mi pago?**
Sus pagos serán programados por su escuela y su institución financiera decidirá la hora del día en que se procesará el pago.
- **¿Qué sucede si mi pago cae en fin de semana o día festivo?**
El pago se procesará el siguiente día laboral.
- **¿Qué sucede si mi pago es rechazado?**
Pagos rechazados por su institución financiera serán sujetos a un cargo de sobre giro por FACTS. Una notificación con información adicional será enviada a usted cuando el pago sea rechazado.
- **¿Cómo puedo hacer cambios a mi acuerdo una vez que está en el sistema de FACTS?**
Cambios a su domicilio, número de teléfono, correo electrónico, o información bancaria se pueden hacer en <https://online.factsmgt.com> o comunicándose con su escuela o con FACTS. Cualquier cambio a las fechas o a las cantidades de los pagos necesita ser aprobado por su escuela y la escuela entonces necesitará notificar a FACTS. **Todo tipo de cambio, tiene que ser recibido por FACTS al menos dos (2) días hábiles antes de la fecha del pago automático, para que este cambio sea efectivo en el próximo pago.**
- **¿Cuál es el costo para establecer el plan de pago?**
Si la cuota de inscripción es adeudada, la cantidad del cargo es indicada cuando usted establece su acuerdo. Si es aplicable, la cuota de inscripción no reembolsable de FACTS, será automáticamente procesada dentro de los 14 días que el acuerdo sea establecido en el sistema de FACTS.

Servicio al Cliente de FACTS

Estamos comprometidos a hacer todo lo necesario, para proveer la más alta calidad de servicio al cliente de la industria. Si usted, quiere revisar su cuenta en línea o hablar con uno de nuestros altamente entrenados representantes de servicio al cliente, FACTS está dedicado a servirle.

Para revisar los detalles de su plan de pagos, inicie sesión en su cuenta de FACTS al online.factsmgt.com. Representantes de Servicio al Cliente están disponibles para asistirle las 24 horas.