



Incidental Billing Process

Incidental Invoices

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 Procedures

If you elected to receive notifications by email, you will simply click on 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. However, if you would like to use stored financial account information, you will need to sign in.

If you have 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 of changing your correspondence method in the My Profile section of your online account.

Paying Online: Log in to your FACTS Account by following the link provided in your invoice or at <https://online.factsmgmt.com>. Select "Make a Payment". You are able to use a stored financial account or add another account if you would like to pay the Incidental Invoice with a different account. You will then read and accept the terms and conditions of the payment and click the Submit button. A confirmation page will be displayed and you have the option of printing it or having it emailed. Please be aware that the payment is processed **immediately** and cannot be stopped once submitted.

Auto Pay: You can opt to have your incidental expenses automatically paid 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 future payments as they will be processed automatically on the due date listed.

Paying by Mail: If you've received a paper invoice, you can mail your payment and bill top to FACTS. For electronic invoices, there is a link on the Make a Payment screen to print your invoice for mailing purposes ("Mail in Payment"). The mailing address is provided.

Flexibility

Families can go online to their FACTS account at any time to view their Incidental Invoices, their tuition payment plan, make payments, change their financial accounts, and update their personal information. We hope that you will see the benefits of the online Incidental Invoice Program and take full advantage of all the features it provides.

Who to call with questions

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, please contact the school for clarification.
