



# FREQUENTLY ASKED QUESTIONS

## Where do I find my FACTS financial account?

Your financial account information is under the **FACTS** link on **ParentsWeb**. When you select the FACTS link a summary of your account will be shown. Prepay accounts include the weekly tuition for Early Education and Summer Camp and lunch charges/payments. Balances show the amount remaining for academy tuition and incidentals such as yearbook, field trips, athletic fees, etc. To view detailed account information for charges select **FACTS Home** is the FACTS Link box. Scroll down to the Activity Details and select **Schedule - Expand All** to get details about a pending charge. You can also select the **Transactions** tab and click on Description to get details about a charge. Selecting the **Payments - Expand All** tab will display the details for each payment.

## Can I receive notification before my Academy (TK-12<sup>th</sup>) tuition payments are processed?

**YES**, you can receive emails or texts 4 days before automatic Academy tuition payments are processed. If you didn't sign up for emails or texts during your Academy tuition plan setup, you can at any time by selecting **ParentsWeb - FACTS - FACTS Home - My Profile - Communication Settings**. Emails will be sent to the address on file in RenWeb.

## Can I view and/or change my financial account at any time?

**YES**. To view or change your account select **ParentsWeb - FACTS - FACTS Home - Financial Accounts**.

## Can I print an account statements at any time?

**YES**. To print a statement select **ParentsWeb - FACTS - FACTS Home - View Details - Activity details Payments** tab - **View Printable Statement Summary - Print**. You will be able to select the year or dates you would like to print.

## What is the preferred payment method?

**Online payments** are the preferred payment method. There is no fee for online payments made from a bank checking/saving account. The fee for online payments from a credit/debit card is 2.75%. The credit/debit card fee for payments made in the office or by phone is 3%. With online payments, you specify exactly what you would like to pay, instead of depending on the finance office to post check/cash payments to specific charges unless you have a past due balance

## Is there a Mobile Device App?

**YES.** RenWeb and FACTS have released an updated RenWeb Home app that allows you to view and access FACTS balances and make payments through FACTS via the mobile device app. In order to take advantage of this you must update your app to the latest version via the app store. You must have a student enroll at MCA to use the mobile app.

## What are Prepay Accounts?

Prepay accounts include the weekly tuition for Early Education, Summer Camp, and Lunch charges/payments.

## On the Prepay Accounts, what do the colors RED and BLUE mean?

An amount in **RED** is a balance that is owed. An amount in **BLUE** is a credit on the account.

## How do I make Payments towards my Prepay Account?

Payments for Prepay accounts can be made by selecting **ADD FUNDS**, entering the amount of the payment, Next Payment Method, selecting an account already setup in FACTS or entering new account information, and Authorizing the Payment. Please note "By clicking the Authorize Payment button, you authorize FACTS to immediately process this payment from the financial account identified above. Once this payment has been authorized, it cannot be cancelled." Payments can also be made by sending in cash or check to the finance office.

## How can I verify Prepay charges/payments went through?

Prepay charges/payments can be verified on your account through **ParentsWeb - FACTS - FACTS Home - Prepay Accounts View Details**. Scroll towards the bottom of the page to **Activity Details** and click on **Schedule - Expand All** to get details about a charge. You can also select the **Transactions tab** and click on **Description** to get details about a charge. Selecting the **Payments tab** and **Expand All** will display the details for each payment.

## How do my lunch charges/payments work?

If you have a balance owed for lunch or \$0 in the lunch account, you will receive an email each Sunday from FACTS. Please pay any balance due by selecting **Prepay Accounts ADD FUNDS**. If your balance is \$0 you may **ADD FUNDS** so that your child will be able to charge grab-n-go lunch items. Students with high lunch balances will not be allowed to order lunches or charge grab-n-go items until the balance is paid. Please note that the lunch account will be displayed under the primary account holder's name, not a student's name.

## When I see my Balance on my account, does that include everything I owe?

The balances show the amount remaining for academy tuition, extended care, ASP tuition, and incidentals such as yearbook, field trips, athletic fees, etc.

## What are Incidental Charges? -

Incidentals are charges for yearbooks, field trips, athletic fees, etc. The primary account holder will receive invoice emails anytime an incidental charge is added to your account. You can verify any incidental charges on your account through **ParentsWeb - FACTS - FACTS Home - Payment Plans** and **Billing View Details**. Scroll towards the bottom of the page to **Activity Details** and click on **Schedule - Expand All** to get details about a charge. You can also select the **Transactions tab** and click on **Description** to get details about a charge. Selecting the **Payments tab** and **Expand All** will display the details for each payment.

## How do I make a payment for Incidental Charges?

Incidental balance accounts can be made by selecting **MAKE A PAYMENT**. Past due payments and upcoming payments will be displayed. Please note if there is a past due balance, any payment will be applied to it first. Each amount due will be described as an incidental expense or payment plan. The upcoming payment plan payments are scheduled payments that will be automatically processed on the payment date. Incidental and early plan payments can be made by entering the amount of the payment, Next Payment Method, selecting an account already setup in FACTS or entering new account information, and Authorizing the Payment. Please note "By clicking the Authorize Payment button, you authorize FACTS to immediately process this payment from the financial account identified above. Once this payment has been authorized, it cannot be cancelled." Payments can also be made by sending in cash or check to the finance office.