



INSTRUCTIONS FOR NEW FAMILIES ENROLLING IN THE FACTS TUITION PAYMENT SYSTEM

FACTS is the Tuition Payment System St. Isidore School uses to collect tuition. Registering online with FACTS is a **required** part of your school registration and it is not complete without having your FACTS account set up.

Convenient Online Enrollment: The FACTS online payment portal provides access to our school's own site for enrolling in FACTS for your tuition payments. Enrolling online is simple and secure.

1. Go to: [St. Isidore School FACTS](#)
 - a. Select: Create a username & password, found under New Account.
 - b. You will be prompted to enter your e-mail address.
2. Be sure to have the following information ready: Account information for the person responsible for payment: bank name, account number, and the bank routing number which is located on your check. If paying by credit card, please have your card information available.
3. Before you click the Submit button, please carefully read the Final Review. Notification confirming your enrollment in a FACTS payment plan online will be sent to you after you submit your agreement.

Payment Plan Methods & Options: You may select from the following:

Payment Methods

1. Automatic Bank Payment (ACH) - ACH payments are payments you have authorized FACTS to process directly through your financial institution. It is simply a bank-to-bank transfer of funds that you have pre-approved from either your checking or savings account.
2. Credit Card - If you elect to use this option, your payment, along with a 2.85% convenience fee, will be automatically charged to your credit card (Visa, AMEX, MasterCard, or Discover are accepted). Paying with your credit card allows you to take advantage of various bonus programs offered by your credit card company.

Payment Options: You may select a payment date of the 5th or the 20th of the month. With FACTS, the school maintains decision-making control. As always, we will continue to work with families should special circumstances or "hardship" cases arise during the school year.

1. 12 Monthly Payments*
*Begin June 2022, end May 2023. (Please note there is no longer a 10 month option.)
2. Pay in full – June 2022
3. Three Payments – 3 equal payments**
**June 2022, October 2022, February 2023

Frequently Asked Questions

1. When and what time will the funds for my payment plan be withdrawn from my bank account?

While FACTS transacts each payment on the specified date (ex: 5th or 20th), it is your financial institution that determines the time of day the payment is debited. FACTS recommends checking with your financial institution to determine how far in advance funds should be deposited into your account to ensure the automatic payment clears. If a payment date falls on a weekend or banking holiday, the payment will be transacted the following business day.

2. How will I be notified of my payment information? Once your agreement for tuition payments is posted to the FACTS system you will receive a confirmation notification of your payment amount by e-mail or letter in approximately 10 days. Payments will be processed until the total balance is paid in full.

3. What happens if FACTS attempts to process my payment and there are not enough funds in my account? Should an automatic bank payment or credit card payment be returned, a \$30.00 FACTS Fee will be automatically assessed to your account. You will be notified by FACTS of the returned payment via mail or e-mail. For payment scheduled for the 5th of the month, a reattempt will occur on the 20th; for payment scheduled for the 20th, a reattempt will occur on the 5th of the following month.

We Look Forward to Serving You!

St. Isidore School values our partnership with FACTS and the efficiency and technology it brings to our school. Should you have any questions regarding this plan, please contact Harriet Inglesby, the school bookkeeper, at 925.837.2977 or email hinglesby@stisidore.org. If you have questions about enrolling in FACTS please contact FACTS directly 866.441.4637 or view your agreement online at <https://online.factsmgt.com>. You can log on with your username and password. FACTS customer service representatives are available to our parents M-F 7am-9pm CST & Saturdays 8-2pm CST.