



Frequently Asked Questions

How do I get billed? Upon finalization of your tuition service agreement, you will receive an Agreement Confirmation Notice from FACTS which outlines the payment and billing schedule for the upcoming school year.

If an Automatic Plan (ACH) has been selected, your payment will be drawn directly from the checking, savings, or credit card account information you provided. If you signed up for email payment reminders, you will receive notice 4 days prior to your due date. This notice will direct you to log into your Family Portal account to view the amount being drawn.

If the invoice plan has been selected, you will receive an invoice via email 20 days prior to the due date. If you signed up for email payment reminders, you will receive additional notice 4 days prior to your due date.

Your complete billing information will be available online. It is NOT shared with the school or any third-party vendors.

When do I pay? FACTS Billing Plans have payment due dates on the 5th, 20th, and 28th of every month.

How do I pay? Automatic draws (ACH) are made from your checking or savings account or your credit or debit card. Please note: a 3.05% service fee will be assessed to the payer for all credit and debit card transactions.

- A payment can be made through the FACTS secure website.
- A payment can be made over the phone by calling FACTS at 866-441-4637.

Can I switch my payment method? Bank account or credit card changes can be made online at online.factsmgmt.com if you are the plan owner. After logging in, choose the Financial Accounts option at the top and choose Change Account under the payment plan or incidentals account you want to update.

You may also call FACTS toll-free at 866-441-4637 or contact your school office to update financial information. The person listed on the agreement must be an authorized signer on the new account. For your protection, only the plan owner and additional authorized party can change banking information.

All financial account changes must be made at least two (2) business days before any automatically drafted payment.

What happens if there is a late payment or a payment fails? If you miss a payment, you will receive a notice from FACTS with instructions on how the missed or returned payment will be handled. You may also be assessed a \$30 returned-payment fee for each attempt that is returned, but only if the return is because of non-sufficient funds. This fee is assessed in part to offset the fees FACTS is assessed by their financial institution when your payment is missed or returned.

How do I access my account information? [Visit this link to retrieve your username or password](#). If you've forgotten your username, it will be sent to the email address associated with your account. If you've forgotten your password, a link will be emailed to the email address associated with your account that allows you to reset your password.

Who do I call if I have a question about my account? If you have any questions regarding your account activity or are in need of assistance, contact the FACTS Parent Help Support Center between 7 a.m. and 7 p.m. CST. <https://factsmgmt.com/support/>; 866-441-4637.