



# After Care Billing Process

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## After Care Invoices

After Care 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 after care 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 sign in page of your FACTS account. Once signed in, you will be able to view the Invoice Summary page, look at individual invoice details, view your transaction history, and make a payment.

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 mode of notification by selecting the Notification Settings on your Profile page.

Paying Online: Login to your FACTS Account by following the link provided in your invoice or at <https://online.factsmgmt.com>. Select "Make a Payment" next to the "Other Billing" option. You will have a chance to review the invoice summary then click on the Payment Options link. You can choose either to pay the invoice immediately (Pay Now) or set it up to automatically pay on the due date (Enroll in Invoice Auto Pay Option). You are able to use the account on file for your automatic payment plan or add another account if you would like to pay for the Incidental Invoices 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 out. Please be aware that if you select the Pay Now option, your payment will be **immediate** and it cannot be stopped once submitted.

Paying by Mail: If you've received a paper invoice, you can simply mail your payment with the bill top in the envelope provided. For electronic invoices, there is a link on the Make a Payment screen to print your invoice for mailing purposes ("Click here for Mail in Payment Option"). 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, update their billing information, etc. 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. The FACTS office is open Monday-Thursday 7:30 am - 7:00 pm and Friday 7:30 am – 5:00 pm Central Time.

If you have a question regarding the amount or type of charge, please contact the school for clarification.

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