

FACTS - Q & A

Since we don't know tuition assistance awards until late August/early September, how will our account and payment schedule be set up in the summer?

Please select the "invoice" option. The full tuition amount will be set up, but parents can make partial payments and the system will accept them. Then once the tuition assistance awards are entered, the monthly payments be re-set in the fall.

FACTS is aware of this, however, you may still receive a follow up call regarding partial payment. You will just need to indicate to them that you are awaiting the tuition assistance award, and they will note that in the system. You will not be assessed any late charges.

We are a 2 household family, and each pay 1/2 of the tuition. How will that work?

Each household should establish their own FACTS account and payment plan. Then when we finalize the agreement, we will enter the amount that each parent is responsible for paying (generally dividing the fee/tuition balance in 1/2). Please contact Sue Baglow to let her know, so she is aware when she enters the fee/tuition amount.

We have always brought our payment (cash/check) to the school office, or paid by check directly from our bank. Will we still have that option?

With our new tuition management system, you will make your payment directly to FACTS by one of the following options:

- Automatic Plan Option
 - automatic ACH withdrawal from a checking/savings account
 - automatic credit/debit card withdrawal (note an additional fee will be assessed)
 - manual payment online (at least 2 business days before scheduled payment date)
 - telephone payment (at least 2 business days before scheduled payment date)
- Invoice Plan Option
 - manual payment online
 - telephone payment
 - by mail (must print invoice from online account).

What if a grandparent pays tuition for our children to attend St. Matthew. How will that work?

You will need to forward the FACTS link (see below) to them and ask them to create the FACTS payment account.

Whoever pay fees/tuition for your child(ren) will need to establish the FACTS account and payment plan. They can always add the parent onto the FACTS plan as an authorized party if they want the parent to inquire about payments, make payments, etc.

We signed up for a yearbook, but I don't see that charge listed on my FACTS account. Why not?

Yearbooks are optional for each student/family. We will send out an order form for yearbooks in the fall, at which time you can place your order and pay for the yearbook(s).

If you already paid for your yearbook at registration, we have that noted in your file, and your order will be placed by the school office. We will confirm this with you in the fall.

Also - just a few reminders:

To ensure all families are set up for the July 2019 payment, we are asking you to please create your FACTS account and authorize your payment plan choice no later than June 5.

<https://online.factsmgt.com/signin/3YS15>

If you have any questions about the implementation of this new system and how it may affect your family tuition, please contact Sue Baglow at 248 624 7676 Ext. 104 or Sue.Baglow@st-matthew.org.