



Tuition Management

FACTS provides flexible payment plan options to families at private and faith-based schools. Families can budget their tuition, making private school more accessible and affordable. Our process is simple, convenient, and secure.

FACTS CONFIRMATION NOTICE

Once your information is received and processed by FACTS, you will receive a confirmation notice. This notice will confirm your payment plan information. Please check this information for accuracy, and contact your school or FACTS with any discrepancies.

Frequently Asked Questions

- **Is my information secure?**
Yes. Your personal information, including payment information, is protected with the highest security standards in the industry. For more information on security, visit [FACTSmgt.com/Security-Compliance](https://www.factsmgt.com/Security-Compliance).
- **When will my payments be due?**
Your payment schedule is set by your school, and your financial institution will decide the time of day your payments are processed.
- **What happens when my payment falls on a weekend or a holiday?**
Your payment will be processed on the next business day.
- **What happens if a payment is returned?**
Returned payments may be subject to a FACTS returned payment fee. Watch for a returned payment notice for additional information.
- **How do I make changes once my agreement is on the FACTS system?**
Changes to your address, phone number, email address, or banking information can be made at [Online.FACTSmgt.com](https://www.Online.FACTSmgt.com) or by contacting your school or FACTS. Any changes to payment dates or amounts need to be approved by the school and the school will then need to notify FACTS. **All changes must be received by FACTS at least two business days prior to the automatic payment date in order to affect the upcoming payment.**
- **What is the cost to set up a payment plan?**
If an enrollment fee is due, the amount of the fee is indicated when setting up your agreement. If applicable, the nonrefundable FACTS enrollment fee will be automatically processed within 14 days of the agreement being posted to the FACTS system.

FACTS CUSTOMER SERVICE

We are committed to doing all we can to provide you with the highest quality customer service in the industry. Whether you want to view your account online or speak with one of our highly trained customer service representatives, FACTS is dedicated to serving you. **To view your payment plan details, log in to your FACTS account at [Online.FACTSmgt.com](https://www.Online.FACTSmgt.com). Customer Care Representatives are also available to assist you 24/7.**

1. Go to your school's website to find and select the FACTS information link. On the welcome page click the appropriate option: 'Create a username & password' or 'Sign in'.

Sample Institution

Welcome to Sample Institution!

If you have used FACTS before, simply Sign In to manage your account.

If you are new to FACTS, click on the "Create a username & password" button to create an online account.

Have an account?
[Sign in now.](#)

New Account
[New user? Create an online account.](#)

[Having difficulties? Check our FAQs.](#)

If creating a new account:

- You will be prompted to enter your email address to validate that a user account does not already exist and then you will be able to select **Create a new FACTS account**.
 - Enter your demographic information (name, address, email, phone number).
 - Create a user name, password, and select security questions.
2. Once signed in, select **Set up a Payment Plan** and then **Begin**.
 3. **Contact Information:** Review the information and choose a correspondence method.
 4. **Students:** Each student included in the payment plan must be added. Click **Next**.
 5. **Plan Options:** Select a payment plan and click **Next**. *Note information about possible fees.*
 6. **Payment Details:** Enter your financial account information.
 7. **Payment Schedule:** Select your payment date and review your schedule.
 8. **Review & Authorize:** You can select the links to the right to go back and edit the entries. Check the box to agree to the Terms & Conditions and click **Authorize**.
 9. **Thank You:** Print or save your confirmation page. It includes your agreement number which can be used to reference your tuition payment plan with your school and FACTS.

You may contact a FACTS representative at (866) 441-4637 with questions.