

-- Homeroom Billing & Payments --

Dear Parents,

We've received some feedback that parents have questions about Homeroom billing and payments. I've written the following explanation to help solve some of the issues. If you continue to have questions, please don't hesitate to contact the school office.

Blessings,
Mr. Washburn

Homeroom Billing:

Homeroom is invoiced after the close of each month. You will likely receive this invoice during the first 10 days of the month. Keep in mind that this invoice is for service from the previous month. So, a February invoice is for service used in January.

Invoices:

Invoices are sent to you depending on the method chosen when you registered the account. There are two options:

1. Paper invoices (getting it in the mail). Paper invoices function like regular bills - invoice arrives in the mail with a payment stub.
2. Email invoices are received from noreply@factsmgt.com. There is usually no information in the subject. You will need to be sure this address is not in your junk mail/spam folder. Click link to login and pay online or print invoice.

Making Payments:

When making Homeroom payments, **it's important to remember that these payments are separate from your tuition payments - including your payment method for tuition.**

You can pay your invoice in two ways:

1. Pay by check. Simply write your check to FACTS, include the pay stub, and put your account number on your check. Mail to the address noted on the invoice. If you don't receive postal invoices, see the backside to print invoices and pay by check.
2. Pay online. You can make payments online by logging into your account at <https://online.factsmgt.com/>. When paying online, you can choose to have it drawn from a bank account or pay by credit card. (See the backside for more details)

****Important to Note****

Your tuition payment plan is separate from incidental billing (Homeroom, Fees, etc). If you chose to have your tuition payments automatically deducted from your bank account (ACH), your incidental billing plan may not be set up for that. However, you can set up your incidental billing for ACH, too.

(see backside for payment instructions)

Making Online Payments:

Online payments can be utilized if you receive your invoices by email or by postal mail.

- Login to your account at <https://online.factsmgt.com/> (or click link from email)
- At the top of the page you will see a section for Payments & Billing.
 - Payment Plan – this is your tuition payments.
 - Other Billing – this is for all fees – Including Homeroom.
- Click on Make a Payment that is connected to Other Billing (right side of page)
- There are 3 Options for Payment:
 1. One Time Online Payment
 - a. Check the box(es) for the invoice(s) you want to pay and click Pay Now.
 - i. This will walk you through entering your payment information. You can choose to have this debited from your bank account or a credit card for a one time payment.
 - ii. Since this is a one-time payment this will need to be repeated the following month – even if you have your tuition payments set to pay automatically each month.
 2. Recurring Payments from Bank Account or Credit Card
 - a. Check the box(es) for the invoice(s) you want to pay and click Enroll in Invoice Auto Pay Options
 - i. This will walk you through entering your payment information. You can choose to have this regularly debited from your bank account or a credit card.
 - ii. Once enrolled in Auto Pay – Other Billing (Fees and Homeroom charges) will be automatically deducted each month.
 3. Pay by Check
 - a. Click on the link in the upper right corner that says “Click here for Mail in Payment Option.”
 - b. Click Print for the Invoice(s) you want to pay.
 - i. Print the Invoice(s).
 - c. Mail the invoice(s) along with your check (put account # on check) to:
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