

Dear Parents/Guardians:

In May, parents were sent emails from FACTS to set up accounts online for payments for the 2018-19 school year. If you did not sign up online, an electronic invoice has been sent to your email address on file for the June 2018 payment. If you did not receive an email, please check your spam folder or check with the tuition office to make sure we have your current email address.

If you still have a balance due for the 2017-18 school year, please continue to make payments for the outstanding balance to SMART Tuition until further notice. This balance should be paid before you start making payments to FACTS, the new tuition management company. The remaining balance due from the 2017-18 school year must be paid before a roster can be issued and your child readmitted for the 2018-19 school year.

If you have not already set up your FACTS account, you can set it up at <https://online.factsmgmt.com>. You will need your customer number which is contained in the emails you were sent. If you do not have this, you can call FACTS customer care center at 1-866-441-4637 and they can assist you.

The website allows you to switch to a paper invoice if that's your preference or to print a copy of the invoice that you received. You can do this by selecting *My Profile*, next you will select *Edit* next to Communication Settings, and select either *Email* or *Postal* and *Save*.

There are a number of ways to pay the balance due:

- Online:** Payment can be made online at the FACTS website either as a one-time payment or you can set up automatic payments (ACH) from your bank account. A rebate of \$110 will be applied to your account by the school at the end of the 2018-2019 school year if you sign up for ACH payments by August 1, 2018 and make payments via that method for the remainder of the year.
- Credit Card:** The FACTS website allows for payments to be made via credit card. A service fee of 2.85% applies to these transactions.
- Telephone:** Customer Care representatives are available 24 hours a day, 7 days a week at the FACTS customer care call center and can assist families in making a payment. The number is 1-866-441-4637.
- Mail:** Payments can be sent by mail to:

FACTS
P.O. Box 2597
Omaha, NE 68103

Please include your Customer number on your payment to ensure proper credit and mail your payment 7 to 10 days before the due date.

Once your account is established, you can review your account to make sure that any scholarship and/or financial aid awards have been posted to your account. Schools have made an effort to ensure that awards made were posted to your first billing, however, if you believe a mistake has been made, please contact the tuition office and we will follow up with any necessary change.

If you have questions regarding your account you may call the school's tuition officer or contact the FACTS call center at 1-866-441-4637.