



FACTS FAQ Sheet

Why am I required to use FACTS to manage my tuition payments? I've always paid directly to the school.

Our goal is to make it as easy as possible to continue your student's enrollment at Menaul School. Last year we switched to Continuous Enrollment, so families no longer resubmit a signed Enrollment Contract each year. However, we realized the process for tuition payments required too many steps.

FACTS offers beneficial features such as less paperwork (you only need to apply for FACTS one time), and ease of access to tuition and financial aid information. In addition, you will not need to remember deadline dates—you can truly “set it and forget it”!

Is FACTS secure?

Yes; the transactions are bank-to-bank and are secure.

When do payments begin?

We expect families to sign up for FACTS by February 1st in order to meet the school's February 15th deposit deadline. The standard deposit for all families is \$500. Each year the deposit will automatically process on the school's stated deadline. The first payment will deduct from your account on June 6th, which is when you will pay in full or start your payment plan, based on your preference. **Note that the deposit amount of \$500, and tuition amounts, will be visible to you in FACTS starting on February 1st.**

What happens if I miss a payment?

There is a \$30 fee assessed if there are insufficient funds to cover the payment. FACTS will send a notice and instructions for how the missed or returned payment will be handled.

Can I reschedule a payment?

You are allowed to defer payment one time. Any other changes to the payment plan must be approved by the school.

Are there fees I need to pay?

The standardized processing fees are based on the amount of payments that you choose. \$100 for a two-payment plan, or \$275 for a ten-payment plan go to the school (in place of financing fees). The processing fee for FACTS is \$10 for a two-payment plan, or \$45 for a ten-payment plan. If you pay in a single payment on June 6, there are no additional fees. Fees are spread out into the payments you select.

What information will I be able to access in FACTS?

With your secure login, you will be able to review your balance, tuition and fees paid, as well as view scheduled payments. You will be able to print reports, and also view the amount of aid applied toward your tuition (if you have qualified for aid/scholarship).

What if my demographic information changes?

You can change your address, phone number, email address, and banking information when you log in to FACTS.

How and when do I sign up?

You may sign up from any computer or mobile device between now and the deadline of February 1st using the following link: <https://online.factsmgt.com/signin/46R95>

Menaul School staff will make several computers available to you in the Media Center on January 29th, 30th, and 31st. If you have not signed up by the 29th, school personnel will contact you to remind you to complete the application from home, or to come to the school to sign up.

What type of payments will FACTS accept?

FACTS accepts bank information, credit cards, or debit cards, but charges a 2.8% fee for using credit cards or debit cards. Families save the 2.8% by using bank account information.

What if I apply for Flex Tuition?

Every family will sign up for FACTS by February 1st. A standard deposit of \$500 will deduct from your account on February 15th. Flex Tuition applications are due by February 22nd as always; if your taxes are not completed by this date, please contact the Admission Office; we will be glad to provide guidance as to what steps to take.

Once your Flex Tuition application has been processed, the aid/scholarship amount will be entered into your FACTS account. If we have not processed your Flex Tuition application by the first payment date of June 6th, an automatic payment will still be deducted and your account will reflect the full tuition amount of \$16,800 until you have submitted all necessary documents.

What if I need to withdraw my student from Menaul School?

Please refer to your Continuous Enrollment Contract regarding deadlines for notifying the school in writing about withdrawing your student from Menaul School.