



## Our Partnership with FACTS

CHA is constantly looking for ways to concentrate our available human and financial resources on our primary mission of education. Improving the way we conduct the business involved in educating our students is essential to our fiscal integrity and to customer satisfaction. Parents historically have been asking for streamlined business operations as well as more payment options. Since the quality of our programs is of primary importance to us, we are constantly seeking ways to make improvements.

After much research and investigation, our board and administration have decided to use a tuition management company for the coming school year. We have contracted with the FACTS Management Company to manage our tuition collection and processing program. This will allow us to spend more time and energy on education, advancement and other school related issues. Parents will have payment choices including flexible payment dates and method of payment.

Our research indicates that with FACTS, there are significant benefits to school staff and school families including convenience, flexibility, and secure on-line access to individual account information.

## A Sensible Plan

All CHA deferred payment families will receive a statement from FACTS for the full tuition. You will notice on the bottom of the invoice in which you can go online to set up a budgeted tuition payment plan. FACTS is not a loan program, so no debt is incurred and no credit check is conducted.

Tuition payments may be handled in one of the following ways:

**Electronic Debit (ACH)**—ACH payments are those payments you have authorized FACTS to process directly through your bank. It is simply a bank-to-bank transfer of funds that you have pre-approved from either your checking or savings account.

**Credit Card**- There is a 2.5% convenience fee assessed to either your American Express, Discover or MasterCard. You must call FACTS to authorize your credit card transactions.

**CHA ADDED FEATURE:** Choose either the **5<sup>th</sup>** or the **20<sup>th</sup>** as your yearly option for the payment withdrawal date. This feature allows you to customize your payments in a manner that works best with your cash flow.

## Payment Plan Options

**CHA Payment Schedule B (Semi Annual): Two of Three payments made through FACTS (May 2009, November 2009)**

First payment to CHA (Submitted by February 13<sup>th</sup> for February 20<sup>th</sup> Processing)

**CHA Payment Schedule C (Monthly): Nine of Ten payments made through FACTS (March 2009 – November 2009)**

First payment to CHA (Submitted by February 13<sup>th</sup> for February 20<sup>th</sup> Processing)

An annual \$45 processing fee is applicable per family.

## Convenient Online Enrollment

We will utilize the FACTS eCashier site for enrolling in FACTS for scheduled tuition payments, and the FACTS payment portal for making online payments for monthly incidentals.

### Be sure to have the following information ready:

- The name, street address, and e-mail address of the person responsible for making the payments.
- To protect your privacy, you will be asked to create your own unique FACTS Access Code. Please be sure it is something you can easily remember.
- Account information for the person responsible for payment: bank name, telephone number, account number, and the bank routing number. Most of this information is located on your check.



Before you click the Submit button, please carefully read through the Final Review and the Terms and Conditions. Notification confirming your enrollment in a FACTS payment plan through e-Cashier will be sent to you after the completion of the on-line application.

If you have questions about enrolling in FACTS, please contact **FACTS directly at (800) 624-7092**. Please have our **CHA FACTS ID Code of 9B653** ready when you call. Once you have a FACTS plan set up, you view your agreement online through *MyFACTS* Account. To access *MyFACTS*, follow the instructions located on the FACTS Confirmation Notification or e-mail. **FACTS customer service representatives are available Monday - Thursday, 5:30 am to 5:00 pm (PST), and Friday, 5:30 am to 3:00 pm (PST).**

**If you require further information, please contact our business office.**

## Frequently Asked Questions

**1. When and what time will the funds be withdrawn from my bank account?** While FACTS transacts each payment on the specified date, it is your bank that determines the time of day the payment is debited. FACTS recommends checking with your financial institution to determine how far in advance funds should be deposited into your account to ensure the automatic payment clears. If a payment date falls on a weekend or banking holiday, the payment will be transacted the following business day.

**2. How will I be notified of my payment information?** Once your agreement for budgeted tuition payments is posted to the FACTS system you can track your account information through your *MyFACTS* Account or email if you provided an email address.

**3. What is the FACTS Access Code?** To help protect your privacy, FACTS asks the person responsible for the payments to create an access code. If you should inquire online through *MyFACTS* Account or call into FACTS inquiring about your FACTS agreement, you will be required to verify your FACTS Access Code. If you do not create an access code when you enroll, one will be randomly assigned to you and included in your FACTS Confirmation letter. Please remember to keep a copy of your confirmation notification.

**4. What happens if FACTS attempts to process my payment and there are not enough funds in my account?** Should an automatic bank payment be returned, a \$25.00 FACTS Returned Payment Fee will be automatically assessed to your account. This is in addition to any missed payment fee that the school may assess. You will be notified by FACTS of the returned payment via mail or e-mail. For payment scheduled for the 5<sup>th</sup> of the month, the reattempt will occur on the 20<sup>th</sup>; for payment scheduled for the 20<sup>th</sup>, the reattempt will occur on the 5<sup>th</sup> of the following month.

**5. What about enrollment in the FACTS payment plan in future years?** The FACTS payment plan enables you to automatically reenroll over successive years, saving time and paperwork for both the school office and your family.

**6. How will I pay other expenses at CHA?** You will receive a separate mailed statement from FACTS for additional ancillary items such as After Care that may become due throughout the year. Payments for these items are made to FACTS by mailed check or online.