



## About FACTS Billing System

**How do I set up my FACTS account?** – After your tuition contract has been signed and accepted by OWS, you will receive an e-mail with a link to set up your FACTS account and choose your payment plan. All subsequent billing will be handled through this account.

**Tuition Billing** – You will have a variety of payment plans to choose from when you set up your FACTS account. Most families choose monthly direct deposit payments from July- May. You can also mail check payments to FACTS or make cash payments in the OWS office.

**Incidental Billing** – Incidental billing refers to the monthly billing of fees such as after care, supplies, field trips etc. Your FACTS account has a separate billing component for incidental charges. You will receive a separate invoice from FACTS for incidental expenses. You have the option to set up automatic payments directly from your bank account or you can make payments as you are invoiced.

**Options for Receiving My Invoice** – Your invoice can be sent to you via e-mail or a hard copy through the postal service. This is one of the many options you can customize in your FACTS account.

**Options for Paying My Bill** – Direct payments from your bank account, MC or Discover can be made online at anytime by login into your account and initiating a payment. Even if you are set up for automatic payments you can still make an extra payment or an early payment to reduce your future automatic payments for tuition. You can also mail checks to FACTS for any tuition or fees. Cash payments are accepted in the OWS office as well.

**Service Charge for Credit Cards** – Our school has elected to have FACTS apply a service charge for credit card payments to help cover the processing fees charged by banks for credit card payments. Making your payments directly from your bank account or by check saves money for you and the school!

**Cash Only at OWS** – Cash payments are accepted in the OWS office so that you have a secure option to pay by cash. All other payments must be made directly to FACTS.

**Late Fees, Reminder Calls, and Report Holds** – Late fees and past due reminder calls are handled by FACTS but OWS always retains the right to waive the fees, adjust your account, and clear your account of any past due status. FACTS does not report anything from your account to Credit Reporting agencies. Year-end student reports will be held if a past due balance remains on your account when reports are ready in early July.

**When to Call OWS and When to Call FACTS** – If you have questions regarding billing schedules or payment options please contact FACTS customer service. If you have questions about charges on your account please contact OWS.