



## Our Partnership with FACTS 2017-2018

Dear Parents,

At Victory Christian Academy, we are continuously seeking ways to serve our families while focusing our available human and financial resources on our primary mission, which is Christ centered education. To help us meet this goal we are again partnering with FACTS Management Company to help manage our tuition payments for the 2017-2018 school year. Using FACTS to manage tuition payments provides significant benefits to school staff and school families, including convenience, flexibility, and secure on-line access to individual account information.

**If you already have a FACTS account with VCA this year, you do NOT have to create a new account for next year.** FACTS will roll your current account over to the 2017-2018 school year under the same payment plan (10 or 12 month) that you have for the current year. After school staff confirms your reenrollment and the tuition amount for each family, FACTS will bill you within 14 days for the \$41 annual fee and send you a confirmation letter confirming which payment plan you have and your total and monthly payment amounts. Unless you want to change your plan, this is all you need to know. If you want to change plans, continue reading and **contact the school office to change your plan BY MAY 28.**

### Your Payment Plan Options

You have two convenient ways to submit your tuition payments through FACTS. Payment can be made via:

**Automatic Bank Payment (ACH)** – ACH payments are those payments you have authorized FACTS to process directly through your financial institution. It is simply a bank-to-bank transfer of funds that you have pre-approved from either your checking or savings account.

**Credit Card** – if you elect to use this option, your payment, along with a 2.5% convenience fee, will be automatically charged to your credit card (AMEX, MasterCard or Discover are accepted). Paying with your credit card allows you to take advantage of various bonus programs that may be offered by your credit card company.

Equal payments will be automatically deducted from a designated checking or savings account, or automatically charged to credit card (with 2.5% convenience fee added for credit card payments only) on the 15<sup>th</sup> of the month. AMEX, Discover and MasterCard accepted.

We have made the following payment schedule available for your convenience, giving you the ability to customize the plan for what works best for you: (a \$41 processing fee will apply)

- 1. Full payment by June 30 may be made directly to VCA without utilizing FACTS. The \$41 processing fee is waived with this option.**
- 2. 12 Month payment plan – enrolled by May 28<sup>th</sup>, 1<sup>st</sup> payment deducted June 15<sup>th</sup>**
- 3. 10 Month payment plan – enrolled by June 30<sup>th</sup>, 1<sup>st</sup> payment deducted August 15<sup>th</sup>**

You can access all of your account activity, change method of payment, make additional payments, and view upcoming payments online at [www.VCAcademy.org/facts](http://www.VCAcademy.org/facts).

### Convenient online **FIRST TIME** Enrollment

FACTS online payment portal provides access to our own site for enrolling in FACTS for tuition payments. Enrolling online is simple and secure. Go to [www.VCAcademy.org/facts](http://www.VCAcademy.org/facts) to enroll your child for the 2017-2018 school year.

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

- 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 bank check.
- If paying by credit card, have your card information available.

Before you click the Submit button, please carefully read the Final Review. Notification confirming your enrollment in a FACTS payment plan online will be sent to your after you submit your agreement. You will then be responsible for writing your FACTS agreement number on the bottom of your tuition worksheet, which is attached.

If you have questions about enrolling in FACTS please contact them directly 866.441.4637 or view your agreement online at <http://www.VCAcademy.org>. You can log on with your username and password.

FACTS customer service representatives are available Monday – Thursday, 7:30am to 7:00pm (CT) and Friday, 7:30am to 5:00 pm.

### Frequently Asked Questions

1. **When and what time will the funds for my payment plan be withdrawn from my bank account?** While FACTS transacts each payment on the specified date, it is your financial institution 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 tuition payments is posted to the FACTS system you will receive a confirmation notification of your payment amount by e-mail in approximately 10 days. Payments will be processed until the total balance is paid in full.
3. **What happens if FACTS attempts to process my payment and there are not enough funds in my account?** Should an automatic bank payment or credit card payment be returned, a \$25.00 FACTS Returned Payment Fee will be automatically assessed to your account for the failed payment attempt. The payment will be attempted up to three times. You will be notified by FACTS of the returned payment via mail or email.
4. **What if my payment is late?** If payment is not received by FACTS on schedule, a \$25 fee is charged and will be billed to you the following month.

**We Look Forward to Serving You!**



***Parents new to VCA – Please sign, include FACTS Agreement number, and return to Office.***

*Should you have any questions regarding this plan, please contact FACTS at 866.441.4637.*

I have successfully registered in VCA’s FACTS tuition payment system ([www.VCAcademy.org/FACTS](http://www.VCAcademy.org/FACTS)). My FACTS Agreement Number is:

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(The FACTS Agreement number is found on the last screen of the FACTS registration process.)

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name \_\_\_\_\_