



## Tuition Management

Manlius Pebble Hill School partners with FACTS Tuition Management for invoicing and payment processing for all student accounts. Families can select from a variety of payment plans and have access to view their account status at any time. Payments are made through FACTS by using a preauthorized automatic withdrawal (ACH) from your bank account, or by an automatic charge to a credit card\* of your choice.

*\*Effective February 15, 2022, Manlius Pebble Hill School is no longer obligated to pay service fees associated with credit card payments for tuition or any other school-related fees (incidentals). **Consequently, a service fee of 2.95 percent of the payment amount will be assessed on all credit card payments made through FACTS.** MPH does not receive any portion of the service fee.*

### Instructions to Establish a FACTS Account

- Visit [mphschool.org](http://mphschool.org) and select the “MyMPH” tab on the upper right-side of the screen. Click on Community Quick Links, then FACTS account to be directed to the FACTS website.
- On the FACTS website, click “Create an Account” and follow the prompts to establish your FACTS account. Be sure to have the following information ready:
  - Banking or credit card information for payments.
  - Student ID number -- This can be found on your child’s record in Blackbaud Education Management (the Admissions portal). On your child’s record, click on Contact Card, then look under General Information to find their Student ID. Refer to page 2 for a screenshot.

Upon receipt of your enrollment forms, the MPH Business Office will update your FACTS account with applicable charges and create your payment plan for the upcoming school year. You will receive an email notification once this has been done so that you can log-in to view your account balance and payment schedule at any time.

**Note for newly enrolling families:** the enrollment deposit will be the first charge posted to your FACTS account. Payment for the deposit will be drawn within 7-10 business days after the Admissions Office processes your enrollment forms.

### Instructions to Change/Update your FACTS Account

**To change your payment plan:** please contact the MPH associate business manager, Dawn Wood, at [dwood@mphschool.org](mailto:dwood@mphschool.org).

**To change or update the account or credit card used for FACTS payments:**

- Log into your FACTS account. Click on the grey “Actions” button below the “Payment Plan and Billing” screen.
- Select “Change Financial Account” from the drop-down menu and enter your updated financial information. You should see the new account in the “Payment Method” box. Click SAVE.
- You should see your new information on the left-hand side of the screen, and the old information on the right-hand side of the screen.
- If you experience difficulty, or need assistance, contact FACTS Customer Support at 866-412-4637.

## Frequently Asked Questions

### **Q. Is my information secure?**

**A.** Yes. No one other than you and your financial institution has access to your information. Any information shared with FACTS is completely confidential and not shared with unauthorized third parties.

### **Q. What payment plans are available?**

**A.** Refer to your child's Enrollment Agreement to view the payment plans available for the upcoming school year. There are typically options to pay in one payment, two payments, or monthly installments.

### **Q. When will my payments be due?**

**A.** This depends on the payment plan selected. You will always receive a courtesy reminder email 5 days prior to each scheduled payment.

### **Q. What happens if a payment is returned?**

**A.** You will be notified by FACTS of the returned payment via email. Returned payments will be subject to a \$30 returned payment fee from FACTS. FACTS will automatically re-attempt withdrawal approximately 15 days later.

***Please review your financial account frequently; expired credit cards will result in returned payments, and the \$30 fee will be assessed. This charge cannot be refunded as there is administrative cost associated with resolving returned payments.***

### **Q. What if I need to cancel a payment?**

**A.** In the event of unexpected financial circumstances that would affect your FACTS payment, please contact the MPH Business Office **at least 3** business days prior to your scheduled payment. If given sufficient notice, the Business Office may be able to place your payment on hold.

### **Q. Where can I find my child's Student ID number?**

**A.** This can be found on your child's record in Blackbaud Education Management (the admissions portal). Log in to view your child's record, then click on Contact Card. The Student ID number will be displayed on the bottom left hand side of the screen, under General Information.

