

FACTS TUITION MANAGEMENT FAQ

Valley Christian is committed to providing you with the highest quality care. We have partnered with FACTS, a dedicated resource, available to help you on demand. FACTS is the tuition management system used to pay tuition to VCS. Using FACTS is simple, convenient, and secure. Families can even use a single sign on with the same log in as when logging in to RENWEB. Tuition and scholarship information is now at your fingertips and available to you 24/7.

Frequently Asked Questions

- **How do I log in to my FACTS Financial account?**

You have 2 options for logging in.

- 1) Go to FACTSmgmt.com>Parent Log In>FACTS Family Portal OR
- 2) From www.valleychristianaz.org, click on the RENWEB tab at the top of the page. From here a log in window will appear:

District Code: VCHS-AZ

Username:

Password:

Once logged in, you will see the blue menu bar on the left-hand side in the Family Portal

> select FINANCIAL

> select Financial Home (on right side of screen)

> select View Details (right side of Payment and Billing box)

Here you will see 5 tabs

> SCHEDULE – see upcoming payments and amounts

> TRANSACTIONS – see account activity (charges, credits, and scholarships)

> BALANCES – total billed, credited, and scholarship (click “Expand All” for more details)

> PAYMENTS MADE – parent payments

> CHANGES

- **What happens after I enroll?**

Prior to your payment plan starting, your tuition account will be created by VCS based upon your student’s grade and payment plan selection. You will receive a FACTS communication email indicating a change to your tuition plan. In fact, every time a change is made to your tuition account, FACTS will send a notification to your email address on file (or text if you have opted for that). Please check this information for accuracy and contact your school or FACTS with any discrepancies.

- **When will my payments be due?**

Tuition payments are due on the first of the month, although you can pay ahead of time online through FACTS or by calling the dedicated parent line. If your payment falls on a weekend or a holiday, your payment will be processed on the next business day. Tuition is to be kept current, even when waiting on scholarships to arrive. Consult the SCHEDULE tab on your account to determine the date of your next payment.

This does not apply to parents under contract with the State of Arizona using the Empowerment Scholarship Account (ESA).

- What happens when my student receives a scholarship from a tax credit organization?**
 You may be notified by the School Tuition Organization (STO) that your student has been awarded a scholarship. The awarding organization then sends the scholarship money to the school if you have tuition due. Once VCS receives the funds, they will be applied to the tuition account typically within 7 business days of receiving the scholarship money. You will receive communication from FACTS that a change has been made to your tuition account. Scholarships are always applied to the first payment due. See scholarship amounts in the TRANSACTIONS or BALANCES tabs as noted above.
- What happens if a payment is returned?**
 Returned payments may be subject to a FACTS returned payment fee. Watch for a returned payment notice for additional information.
- How do I make changes once my agreement is on the FACTS system?**
 Any changes to payment dates or amounts need to be approved by the school and the school will then need to notify FACTS. Changes to your payment method must be made by you in your student's tuition account by clicking on the account number next to the Institution icon on the right side of the Financial Home screen or by calling FACTS. **All changes must be received by FACTS at least two business days prior to the automatic payment date to affect the upcoming payment.**
- Is my information secure?**
 Yes. Your personal information, including payment information, is protected with the highest security standards in the industry. For more information on security, visit FACTSmgt.com/Security-Compliance.
- Where do I go for more help?**
 If you need to speak with Customer Service, the FACTS dedicated parent line is available M-F 7am to 9pm CT, Saturdays 8am to 2pm CT by calling 866-441-4637.