

## Guide to Billing and Payments at Reformation Lutheran School and Preschool

All billing is administered through FACTS Management: [www.factsmgt.com](http://www.factsmgt.com) You will receive an email when a new bill is available, be sure to keep your email address current in your FACTS account. You can **contact FACTS at (866) 441-4637** to update payment accounts or ask any questions related to using the FACTS service.

### Due Dates & Late Fees

All **Tuition** bills are due on the 15<sup>th</sup> of each month, September through June. FACTS allows you a 10 day grace period before a Late Fee (\$30) is assessed. The Late Fee will show in FACTS on the 1<sup>st</sup> day of the month following the month in which any invoice was unpaid more than 10 days after the due date.

Tuition & Shepherd's Care Due Date:	15 <sup>th</sup> of each month
Grace Period before Late Fee:	16 <sup>th</sup> -25 <sup>th</sup> of each month
Late Fee will apply if payment is not made before the 26 <sup>th</sup> of the month.	

**Incidental Expenses** (Shepherd's Care (K-8), hot lunch, field trips, Art Fee, etc.) will be billed during the first week of the month to include the expenses that incurred during the month prior. For example, the Incidental Expenses for the month of September will be billed by the 7<sup>th</sup> of October. These bills will be due 10 days after the bill is added to your FACTS account. The due date will be clearly indicated in FACTS. The 10 day grace period and subsequent Late Fee for unpaid bills still applies to Incidental Expenses.

Incidental Expenses Due:      Date shown on Invoice, typically 15<sup>th</sup> of the month

If FACTS balances remain unpaid, you will be contacted by a representative of the Reformation Lutheran School Board of Education and/or the Financial Responsibility Committee. Failure to either pay tuition promptly or make arrangements for payment with the Board of Education or Financial Office will result in suspension of the student. (page 24, 2020-2021 School Handbook)

### Making Payments

The easiest way to make payments is to set up electronic Auto Pay in FACTS with a checking account (ACH) or credit card. If you choose Auto Pay for Tuition/Shepherd's Care payments, you do not have to also be set to Auto Pay for Incidental payments. Payments can also be made in response to a FACTS bill invoice. Once a bill is available in FACTS, payments can also be brought directly to the school office.

**Did you know??? If you make payments with ACH bank transfer, Reformation will not incur any fees for that payment. Help us keep our cost of business low by choosing to pay with ACH instead of a debit or credit card.**

## Field Trips

Field Trip costs will be billed in FACTS as part of Incidental Billing. Classroom teachers/field trip coordinators provide Field Trip rosters and billing amounts to the Financial Office. Questions about Field Trip details should be directed to classroom teachers and additional information can be found in the Preschool Parent Handbook and School Handbook.

### Stay in Touch with Us!

Please stay in touch with our Financial Office (Sarah Rodrigues) regarding any questions or concerns about billing and your ability to make payments. We want to partner with you for the sake of your financial well-being and for the sake of the effective ministry here at Reformation Lutheran Church and School.

Billing & Payments Coordinator  
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