

## **Incidental Billing & Auto Pay**

### **What is incidental billing?**

Incidental billing is a charge/invoice generated by the institution for various charges not included in your agreement balance. An example of incidental billing would be sports fees, after school care, lost books, etc.

### **How are incidental billings communicated?**

Families will receive an e-mail notification with an invoice detailing out the charges that have been added to their account.

### **How to pay incidental billing invoices?**

Families will have to log into their account and pay the invoice “now” or send payment to the institution.

Families can set up auto pay if not already enrolled. However, auto pay will apply only to invoices generated after enrollment is complete. The customer will need to initiate payment for any invoices that were previously sent.

### **What is auto pay?**

Auto Pay is a feature where families can have incidental invoice payments automatically processed from a designated financial account on the invoice due date.

### **Is auto pay required?**

At this time auto pay is not required, however it is being strongly encouraged for simplification of processing payments by both the families and the school.

### **How do I find out if I’m enrolled in auto pay?**

- Family logs into account
- Family clicks “View Details” from the dashboard

### **How to enroll in auto pay?**

- Family logs into account
- Family clicks “View Details” from the dashboard
- Family click “Enroll in Auto Pay”

### **If enrolled in auto pay, how to cancel it?**

Families can cancel auto pay enrollment at any time online or by contact FACTS.

### **How are auto payments communicated?**

Families can opt to receive an automatic payment reminder from FACTS 4 business days prior to the payment date.

**What account is used for auto pay?**

If auto pay enrollment occurs at payment plan sign up, the financial account used will be the same as the account in use for the agreement.

Families can change the financial account online or by contacting FACTS. It can be a different account from the payment plan.