



FACTS Tuition Management

Need to change a payment date or a new payment account?

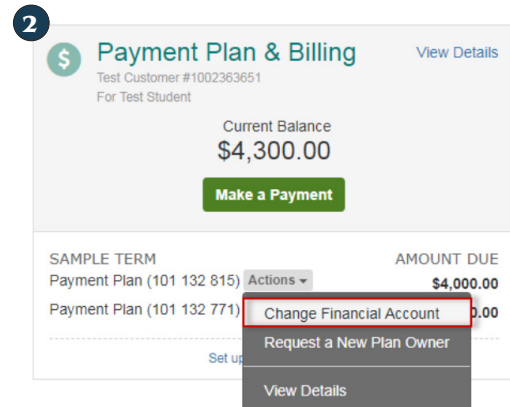
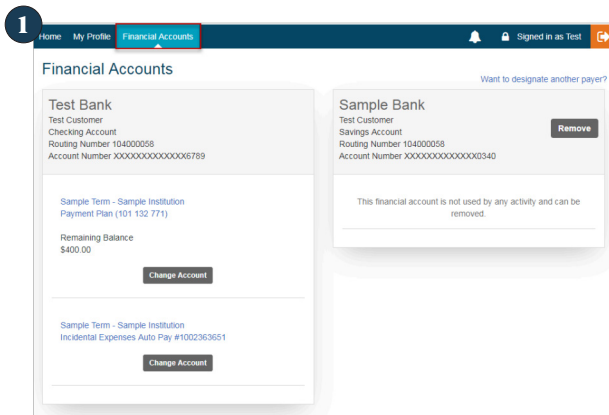
Good news parents! KHCS has partnered with FACTS Tuition Management to authorize parents to make certain adjustments to their FACTS payment plans. You will now be able to do the following:

1. **Change Financial Accounts** - If you change banks or simply need to update which account your tuition is auto-drafted from you can now make that change within FACTS.
2. **Change the Due Date** - If you have an unexpected hardship and need more time in order to make your monthly tuition payment, you can now adjust your due date to within 15 business days of the original date.
3. **Change the Agreement Date** - By default your tuition is drafted on the same date each month. You can now change this date to one that is more convenient for you by calling FACTS customer service at 1-866-441-4637.

The most effective way to make these changes is to contact FACTS Customer Service at [1-866-441-4637](tel:1-866-441-4637) or by simply logging into your FACTS account and following the instructions below.

“All changes must be made 3 business days prior from the due date in order for them to be processed in a timely manner”

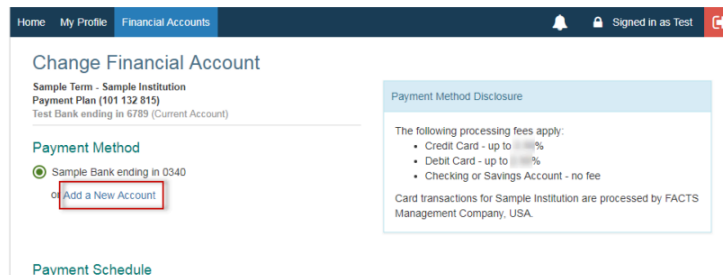
TO CHANGE YOUR FINANCIAL ACCOUNT



3 Adding a new financial account

You can select from an existing account or add a new account. The payment methods available (bank account/credit card) are determined by what is allowed by the school associated with the activity (payment plan, incidental auto pay, etc).

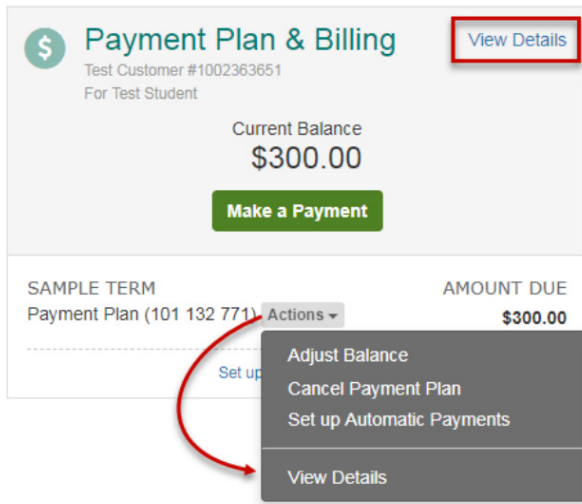
There is not currently a way to add a financial account that is not tied to activity through this screen. However, if you change to a new account and then change it right back to the old account, the newly entered account is stored but not tied to activity.



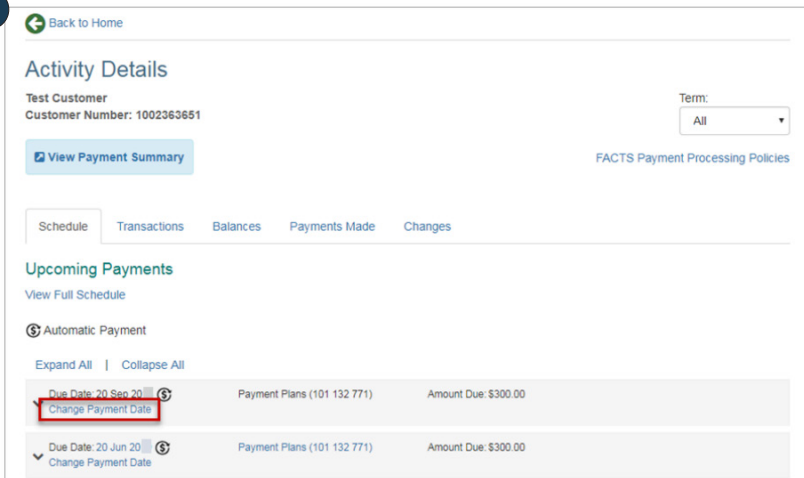
TO CHANGE YOUR PAYMENT DATE

1 Customer view

The customer will begin by clicking **View Details** on the home screen.



2



3

