



Look Up a Charge in FACTS

1. Log into your [FACTS](#) account. (This is different from the payment-only link sent in emails when you receive an invoice--that link just directs you to make a payment without logging in.)
2. On the home screen, there is a Payment Plan & Billing box with the words "View Details" in blue. Click on those words.

The screenshot shows the FACTS account home screen. At the top, there is a navigation bar with 'Home', 'My Profile', and 'Financial Accounts'. Below this, the user is greeted with 'Hello Test'. The main content area features two primary boxes: 'Payment Plan & Billing' and 'Test Account'. The 'Payment Plan & Billing' box includes a 'Set up a Payment Plan' button and a 'View Details' link, which is circled in red. The 'Test Account' box contains options to register for text services, add an authorized party, and link other activities. At the bottom, there is a footer with contact information and copyright notices.

3. On the Activity Details page, you can expand all upcoming scheduled payments to see the billing category and child's name for each invoice.

The screenshot displays the 'Upcoming Payments' section of the FACTS account. It includes a 'View Payment Summary' button and a dropdown menu set to 'All'. Below this, there are tabs for 'Schedule', 'Transactions', 'Balances', 'Payments Made', and 'Changes'. The 'Upcoming Payments' section shows a 'View Full Schedule' link and options to 'Expand All' or 'Collapse All'. A table titled 'Term: 2022-2023 School Year' lists the following data:

| ACCOUNT | CHARGES | PAYMENTS | AMOUNT DUE |
|-------------------------|----------|----------|------------|
| [REDACTED] - Enrichment | \$607.00 | \$200.00 | \$407.00 |

Below the table, there are three rows of payment information:

- Due Date: 01 Aug 2023 | Payment Plans (122 282 047) | Amount Due: N/A
- Due Date: 01 Aug 2023 | Payment Plans (122 282 047) | Amount Due: N/A
- Due Date: 01 Sep 2023 | Payment Plans (122 282 047) | Amount Due: N/A

4. When you first receive an invoice via email, it contains a description of what the charges are for. Please save these emails so that you can refer to them in the future. These descriptions are not included in reminder emails.