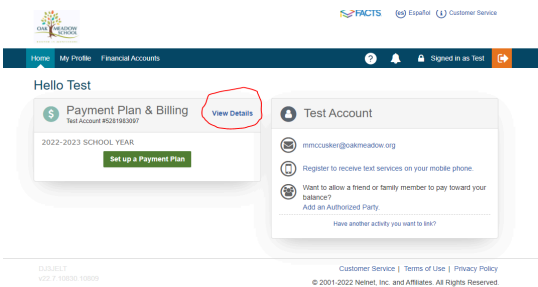


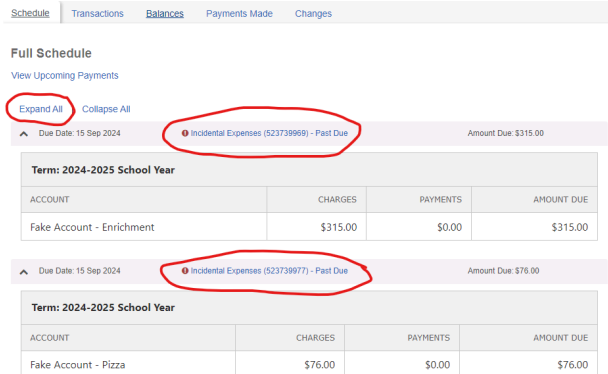


Look Up a Charge in FACTS

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.



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. Click on each invoice number (in blue) to see the original invoice, which was emailed to you. This will include detailed information such as dates and whom to contact if you have questions.



4. Sample invoice when you click on the blue invoice number:

