

Look Up a Charge in FACTS

- 1. Log into your <u>FACTS</u> 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.

| Schedule | Transactions | Balances | Payments Made | Changes | | |
|-----------------------------------------------------------------------------------------|-------------------|----------|--------------------------|-------------------|----------|----------------|
| ull Sch | edule | | | | | |
| iew Upcon | ning Payments | | | | | |
| Expand A | II Collapse All | | | | | |
| Due Date: 15 Sep 2024 O Incidental Expenses (523739969) - Past Due Amount Due: \$315.00 | | | | | | |
| Term: | 2024-2025 Sch | ool Year | | | | |
| ACCOU | NT | | | CHARGES | PAYMENTS | AMOUNT DUE |
| Fake Account - Enrichment | | | | \$315.00 | \$0.00 | \$315.00 |
| ∧ Due C Term: | Date: 15 Sep 2024 | ool Year | rcidental Expenses (5237 | 39977) - Past Due | Amount | : Due: \$76.00 |
| ACCOU | NT | | | CHARGES | PAYMENTS | AMOUNT DUE |
| | | | | | | |

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

| Invoice | | | | | |
|----------------------------------------------|-----------------------------------|----------------------------------------------------------------------------------------|---------------------------------------|--|--|
| Test Account #52819 | 83097 | Oak Meadow N 2024 | lontessori School 2025 School Year | | |
| Summary | | | | | |
| Am | iount Due | ☑ View Sent Invoice | | | |
| \$3 | 315.00 | Invoice Date: 04 Sep 2024 | | | |
| Invo | ice Past Due | Invoice #: 523739969 | | | |
| Make | A Payment | Due Date: 15 Sep 2024 | | | |
| | | | | | |
| Important Informa | tion | | | | |
| This a fake charge for mbrazell@oakmeadov | fake music lessons reco w.org. | eived in Spring 2024. For questions regarding this charge, please reach out to Meag Br | azell at | | |
| Payments returned by | your financial institution | 1 will be assessed a \$10.00 FACTS returned payment fee. | | | |
| If you have questions | about the details of the | balance, please contact Oak Meadow Montessori School. | | | |
| Transaction Detail | s | | | | |
| DATE | NAME | DESCRIPTION | AMOUNT | | |
| 04 Sep 2024 | Fake Account | Enrichment - Charges Added - Music Lessons Spring 2024 | \$315.00 | | |