



Tuition and Enrollment Update | October 23, 2025

FACTS PAYMENT PROCESSING UPDATE

- On Monday, October 20, 2025, FACTS experienced an issue with one of its payment processing partners that caused both scheduled and real-time credit card payments to be declined between 10:31 a.m. and 2:41 p.m. (Central Time).
- Scheduled payments that were declined during this period were reattempted on Tuesday, October 21. However, some of those transactions unexpectedly declined again. FACTS continues to work closely with its processing partner to identify and resolve the underlying issue.
- Returned payment notices will be sent for all October 21 declined payments to notify payers of the failed attempt.
- Scheduled payment plan reattempts that were declined again on October 21 will automatically be reprocessed on November 5, if an additional reattempt is available.
- Real-time payments: Any real-time credit card payments attempted during the October 20 impact window would have received an immediate decline message. Payers may reattempt these payments at any time.
- We sincerely apologize for any inconvenience this may have caused and appreciate your patience as FACTS works to ensure full resolution of this issue.

TUITION DELINQUENCY MANAGEMENT

- Now that we are well into the school year and the third tuition payment has come due for many families, we appreciate your continued diligence in reviewing and monitoring your delinquency reports. Timely tuition collection remains essential to the school's financial stability and long-term sustainability.
- This report provides a summary of all active families who maintain a past-due balance on their accounts for the 2025-26 school year. It details tuition balances that are one month, two months, or three or more months in arrears.
- TMO has contacted all families who have not made a payment this year. However, the most impactful outreach continues to come directly from the school. As a reminder, a formal letter or email should be sent to any family with a past-due balance of two months or more, advising them of the potential consequences of continued delinquency.
- Please copy Patrick McCullough and Kenny Marrero on all related correspondence.

EMERGENCY TUITION ASSISTANCE - INNER CITY SCHOLARSHIP FUND

- Emergency Tuition Assistance is now available for families experiencing financial hardship during the 2025–2026 school year. An email has been sent from the Inner-City Scholarship Fund with detailed instructions on how to refer eligible families to apply for this assistance.
- If you have any specific questions regarding the Emergency Tuition Assistance Program, please contact Jennifer Ward at the Inner-City Scholarship Fund via email at jennifer.ward@archny.org

LATE ENROLLMENTS

- Students starting school in October are eligible for a late enrollment offset (discount), calculated based on their start date. The table below indicates how this discount is calculated.

Late Enrollment Date	Annual Tuition Obligation
October	10% of tuition forgiven; family obligation 90%

- Please provide TMO with the official start date for all new enrollees so that we may apply the appropriate offset.



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WITHDRAWALS

- We kindly remind all school administrators to promptly notify the Tuition Management Office (TMO) of any student withdrawals, whether involving new or returning families. Please note that no changes will be made to a student's 2025–2026 tuition account in FACTS until the family has completed the official digital withdrawal form, as required by TMO. Timely submission of this information is essential to ensure the accuracy of student records, tuition billing, and financial reporting. Your cooperation in this process is greatly appreciated.
- This form is accessible via this link: <https://forms.gle/Tp6w5eSCZRP93fb16>
- We kindly ask that you pay close attention to the withdrawal policy and the corresponding tuition responsibilities.
- If written notice is received after August 15 and the student does not attend, 90% of the annual tuition will be forgiven. The family will still be responsible for 10% of the yearly tuition as billed.
- If a family chooses to withdraw their child(ren) from the school once they begin attending, the family tuition obligation will be calculated as follows:

Withdrawal Date	Annual Tuition Obligation
September	80% of tuition forgiven; family obligation 20%
October	70% of tuition forgiven; family obligation 30%

REMITTING TUITION PAYMENTS TO THE INCORRECT VENDOR

- Effective September 2nd, any payments submitted via Blackbaud **that are not intended to pay 24-25 School Year or prior School Year balances** will be refunded directly to the originating party. The refund process may require up to one month to complete. **PLEASE ENSURE THAT ALL OFFICIAL SCHOOL COMMUNICATIONS TO FAMILIES EXPLICITLY STATE THAT ALL TUITION PAYMENTS ARE TO BE MADE EXCLUSIVELY THROUGH FACTS.**

REFUNDS

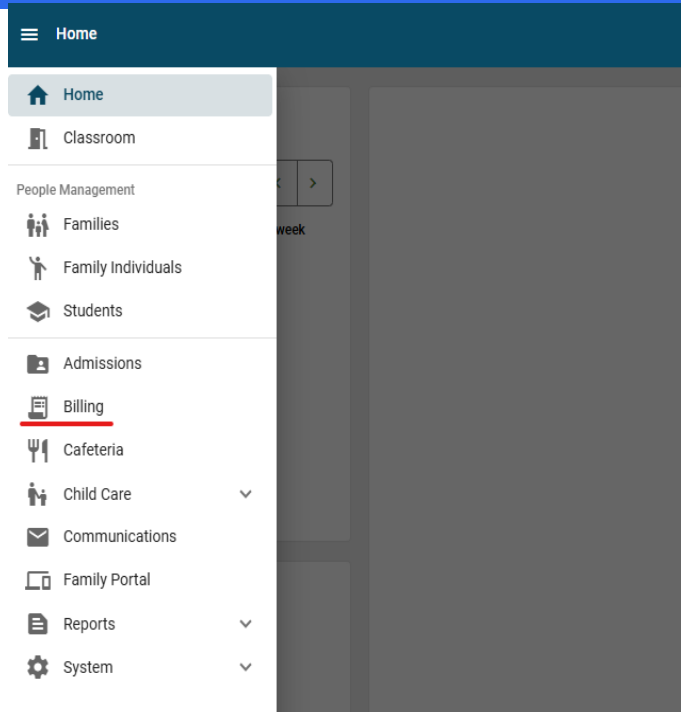
- Please be advised that there have been important updates to the refund process for the 2025–2026 school year for families who withdraw and have a credit balance on their tuition account.
- The school must complete a Refund Request Form, which must be reviewed and signed by the school principal. Once the form is submitted, the Tuition Management Office (TMO) will review the request and forward a refund request packet to the GRSS Treasury Team. The refund request will require approval by the Regional Finance Manager (RFM) before processing can proceed. Upon final approval, a refund check will be issued.
- Please allow up to 3 weeks from the time the request is submitted for the check to be processed.
- We kindly ask for your patience and understanding as this process is necessary to ensure proper review, accountability, and compliance with financial controls.

25-26 SIS Billing

- As you are posting transactions through SIS Billing, please be advised that some may not process through the system due to various errors:
 - Student is in multiple families (i.e. a split account)
 - General FACTS error about not being able to locate the Customer
- Whenever you bill fees through SIS, it's important to review any Invalid Transactions by looking at your Dashboard
 - You can get to the Dashboard by selecting Billing from the left-hand menu



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- This will take you to Billing Home, where you'll see Invalid Transactions

Invalid Transactions	
Cafeteria	0
Cash Register	0
Child Care	7
Course Fee	0
General	9
Recurring	0

- You can then review any that posted with errors and work with TMO to resolve



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25-26 BEFORE/AFTER SCHOOL FEES

- All schools are reminded that before and after school pricing details and application forms must be accessible to parents of students in grades UPK–8 on their school websites.
- This is a reminder that each school is responsible for gathering its before/after school fee data and inputting it into the Incidental Billing Spreadsheet found in FACTS. If you are unable to locate the spreadsheet, you must contact TMO immediately for assistance.
- For these fees to be properly reflected as Incidental Expenses, schools must provide TMO with their before/after school fees by the required deadlines, which are based on each school's billing due date:
 - **November 1st** – billing must be submitted by **October 3rd**
 - **November 5th** – billing must be submitted by **October 10th**
 - **November 10th** – billing must be submitted by **October 15th**
 - **November 15th** – billing must be submitted by **October 20th**
 - **November 20th** – billing must be submitted by **October 24th**

2025-26 EMPLOYEE STUDENT DISCOUNTS

- As we set up billing accounts for the 2025-26 school year, we want to ensure that all eligible employees receive their Employee Student Discounts before tuition bills are due. As a reminder, employment confirmation from the employee's Principal is required before the discount can be applied to the tuition account.
- Please send all requests for new Employee Student Discounts to Patrick McCullough at Patrick.McCullough@archny.org. He will coordinate the distribution of the necessary documentation.
- Please keep in mind that we can only apply Employee Student Discounts to tuition accounts at regional schools.

FACTS PAY IN FULL

- When choosing a payment plan, families have never had the option to select Pay in Full. Though this is an option in FACTS that some schools elect to provide their families, we chose to keep the options simple with Automatic and Invoice Payment Plans.
- If a family expresses interest in paying their 25-26 balance up front, they can select either of these options and still log on and make a one-time payment whenever they wish once their payment plan has been set up and activated by TMO.

FACTS AUTO PAYMENTS

- There have been many inquiries regarding parents entering the wrong financial account when setting up their auto payments.
- If the family needs to update their banking on file for the Payment Plans, they need to log in to Family Portal, go to the Financial section, click on Financial Home. Once on the Financial Home dashboard there's a button labeled "Actions" they can use that drop down to select "Change Financial Account."
- This will allow them to update the Banking or Credit Card on file for the 25/26 Payment Plan.



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FACTS TUITION MANAGEMENT COMMON QUESTIONS:

- Can families update their payment information?

Yes! Families may update the payment information on file if they have access to Family Portal

- Click Home from the navigation menu
- In the Payment Plan and Billing tile, select Actions
- Select Change Financial Account

The family can then update their payment information on file

If families have trouble making these updates, they are welcome to call the FACTS support line:

1- 866-441-4637

- Can families switch their payment plan after making a selection?
 - Unfortunately, we will have to update this when we are ready to finalize agreements
 - Please forward any requests that you receive, and we will make notes to update when we are ready to finalize agreements at your school
- Can families mail in payments?
 - Yes, but families will have to wait until they receive their monthly invoice
 - If they print out the official invoice and mail it with their payment, FACTS will process and apply it to their account
 - All mailed payments MUST include the printed invoice, so FACTS knows how to apply the payment
- When selecting Make a Payment, families will be able to select the option to mail in the payment
 - At that point, they will be provided with the address
- FACTS Enrollment Fee:
 - For automatic plans, the \$50 fee is processed from the account provided within 14 days of payment plan finalization.
 - The fee is non-refundable.

PK/UPK WRAP TUITION

- The default tuition applied to the payment plans in FACTS for students in PK programs is the 5 Full Day Rate, unless the school provides TMO with a confirmed list of part-time program students before plans are finalized.
- Many of you have already provided updates as you reviewed the pending family rosters for the 2025-2026 school year.
- Since families often change their minds about PK options or later find out that they are entitled to a UPK spot, we expect further changes as the upcoming school year approaches. Please review your PK class lists periodically for any updates and alert TMO as soon as possible if a child switches from full-time to part-time, vice versa, or becomes a UPK student and wishes to participate in a Wrap Program.
- Family frustration is reduced when tuition statements are accurate, and schools can better project revenue for PK programs when billing is up to date. We appreciate your assistance!



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WITHDRAWN WITH BALANCE (WDWB) & SENT TO COLLECTIONS (STC) ACCOUNTS

- If a family withdraws from your school without fulfilling the required tuition obligation, the account will be designated as WDWB (Withdrawn with Balance). The family will continue to receive monthly invoices and incur late fees through their last billing cycle until the outstanding tuition is settled.
- Families will receive two reminders regarding their outstanding balance and will have the opportunity to discuss a payment plan with the Tuition Management Office. After receiving a final notice, families have a 30-day window to either clear their balance or establish an approved payment plan with the Tuition Management Office.
- Failure to address the balance within this timeframe (or solidify an approved payment plan) will result in the deactivation of their tuition account and the student's grade being updated to STC (Sent to Collections). The family's account will then be referred to a third-party collection agency. Once the account is transferred to a third-party collection agency, all payments must be made through them.
- **Tuition accounts are sent to a third-party collection agency on a quarterly basis.**

PAYMENTS MADE AT SCHOOL

- All parents are expected to make tuition payments directly in FACTS. Accepting tuition payments at school is not recommended for many reasons, including staff safety. However, we know that the courtesy of accepting tuition payment at school is sometimes extended for good reason.
 - If a payment is made at school, the school is asked to:
 - ✓ Photocopy the front and back of all checks and money orders (and keep in your files)
 - ✓ Please write the customer number in the memo section on the front of the check or money order
 - ✓ Print out the tuition invoice for that family and mail the check/money order and invoice to FACTS:
Mail to: FACTS Management Company P.O. Box 2597 Omaha, NE 68103-2597
- Encourage parents to keep money order receipts to verify the money order was cashed. FACTS cannot retrieve information on a lost payment without a copy of the payment method.
- **Cash should NEVER be accepted at school for tuition payments or school fees.** If a family insists that they can only pay in cash, please make sure to deposit in the operating account and hand parent a receipt.



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TMO MANAGEMENT TEAM (FOR SCHOOL USE ONLY)

TMO	TITLE	EMAIL
Kenny Marrero	Associate Director of Tuition Operations & Collections	Kenny.Marrero@archny.org
Ashley Guzman	Senior Tuition Billing Coordinator	Ashley.Guzman@archny.org

TMO	TITLE	EMAIL
Patrick McCullough	Associate Director of Systems Integration & Tuition Billing	Patrick.Mccullough@archny.org

We ask that you do not publish our contact information or direct parents to our office. Please direct parent inquiries to the **GRSS Parent Help Line: 646-794-3318**. (Support is offered in both English and Spanish)