



Dear St. Paul School Families,

Among our goals this year is to concentrate our efforts on improving how we manage the *business side* of the school. In the past few years, many strides have been made in the area of financial stability and information technology. We continue to move Forward in this direction and it is in everyone's best interest that we take advantage of these improvements.

By now, you should have your FACTS account set up online. This account will not only help our school in the timely collection of tuition, it is also a great way for families to help manage their tuition expenses.

With that in mind, there are some "parameters" that have been set to making changes to your account once the FACTS agreement has been finalized and the payment schedule is established in FACTS. Once agreements are finalized, you should get an email notifying your family this has been done.

In order to plan efficiently for enrollment in the school and also keep your FACTS account balances in order, the following guidelines have been established:

1. All Changes to enrollment for the following quarter will be reflected on your FACTS account. Example, if you have your student enrolled as of 1st quarter, the billing will stay the same until the 2nd quarter once you have notified the Principal Ally Blonien and the change has been approved. The remainder of the year will be billed out at the "new pro-rated" rate based on the rest of the year. These changes include addition of time or a decrease of time.
2. Changes to your FACTS agreement in regards to remittance or payment schedule, must be requested 5 business days prior to your next payment date shown in FACTS. You may contact FACTS customer service directly with any questions at (866)441-4637. You can also contact the school office at 262-968-3175.
3. Refunds-If there is a billing error and your account has been drafted for payment, a refund will be issued to your family within 7 days. Every effort is made to ensure the amount billed matches the days your student is registered for. Other refunds will be discussed on a case by case basis.

We thank you for your continued loyalty for our school. We depend on your support in our efforts to provide the highest quality of education.

St. Paul School
Business Office
262-968-3865

