

Pending Agreement Finalization

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Configure
Agreements
Pending

Log in at <https://online.factsmgmt.com>

Pending Agreements Dashboard

Quick Links

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 - Change Assigned Plan
 - Assign Payment Plan to Reenrollment
- Transactions
 - Add Transactions
 - Edit Transactions
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 - Export File Format
- Finalize Agreements

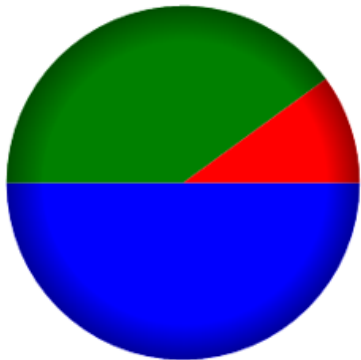
Notices: Configure, Generate, View

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Reports: Transaction Summary, Transaction Detail, Agreement Details, Invalid Status Report, Reenrollment Status Report

Agreement Counts

Agreement Counts by Status



Status	Count	Percentage
Finalized	5	50.0%
Pending	4	40.0%
Invalid	1	10.0%

Steps:

1. Navigate to the agreement list. Review the list for duplicate payment plans and families that are no longer attending your school. Delete any payment plans that are not needed.
2. Add transactions.
3. Finalize payment plans.

After Finalization:

- **Confirmation Notices**
 - Families paying with automatic debit or invoice will receive a confirmation notice from FACTS.
- **Non-Refundable FACTS Enrollment Fees**
 - **Parent Pay:** If the family is responsible for the FACTS Enrollment Fee, it will be scheduled for debit within 14 days of the date it is finalized. The exact date will be included in the confirmation notice. Families paying by invoice will see the fee included in the first invoice.
 - **School Pay:** If the school is responsible for the FACTS Enrollment Fee, it will be subtracted from the deposit amount after the first payment has been processed.

#1 Agreement List

Agreement List

Pending

- Pending Agreements Dashboard
- Agreements
- Agreement List**
- Finalize Agreements
- Change Assigned Plan
- Assign Plan To Reenrollments
- Transactions
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Parameters

Status Display Pending Invalid
 Finalized Deleted

Agreement Type New Reenrollment

Balance Show only credit balance

Refresh View

Status	Count
Finalized	5
Pending	4

The credit balance feature must be turned on in order to finalize agreements with a negative amount.

Delete Agreements using 'Change Agreement Status'

Change Agreement Status Yes No ? Step 1: Select New Status Deleted Step 2: Select Records Below **Change Selected Status**

Print/View Options **Click on the column headers to sort your data. Use the search boxes to filter for specific information.**

Agreement Number	Status	Customer	Students	Amount Due	Credit Balance	First Payment Amount	First Payment Date	Number of Payments	Payment Day	Finalization Deadline
		Flores, Benjamin	Flores, Jimmy Flores, Jonny	0.00	0.00		06/15/2016	11	15th	06/05/2016
		Jacobs, Frank	Jacobs, Carlie	0.00	0.00		<u>07/10/2016</u>	2	10th	06/30/2016
<input type="checkbox"/>	101 030 642 Invalid	Miller, Milagros	Miller, Wendy	5,000.00	-50.00	454.55	06/05/2016	11	5th	05/26/2016
Totals				5,000.00	-50.00	454.55				

Click the Agreement Number to view an individual record

If the First Payment Date is underlined, it means that the date has been advanced due to a missed finalization deadline.

Deleting or Finalizing Agreements:

- Click 'Yes' next to 'Change Status'. Choose 'Deleted' or 'Finalized' in Step 1. Your screen will automatically refresh to show check boxes to the left of each agreement.
- Select the checkboxes next to the appropriate agreement(s) and click 'Change Status' in Step 2.
- Transactions entered on Pending agreements will be removed when the status is changed to Deleted.
- You can use this process to move Deleted agreements back to Pending. You cannot change the status of Finalized agreements.

Editing an Individual Agreement:

Customer

- School can **edit** demographic information such as address, phone, email, etc. NOTE: Invoices and Statements are sent based on correspondence preference.
- Cannot edit the Customer name – a change in Customer will require a new agreement or for an Authorized Party to accept Plan Ownership online.

Students

- Select the **'Add Student'** link to create a new student record.
- Click **'Edit'** next to an individual student to update their information.

Transactions

- The **Transaction Detail** section allows you to add/delete transactions or edit existing transactions.
- The **Summary** section shows you the total of charges, credits and the net balance.
- **Edit:** At the beginning of each transaction row, you have the option to edit that specific transaction. Within the edit screen, you will have the option to delete the transaction completely.
- **Add Transactions:** When you click this link, a new window will appear allowing you to create a new charge or credit for the family.
 - **Transaction Date:** This field will pre-fill with the date you are adding or changing the transaction.
 - **Name:** The options in this column depend on whether you are using family or student based accounting.
 - **Account:** The options in the Account column are populated based on the sub accounts you requested.
 - **Type:** Select whether you will enter a Charge, Credit, or Payment in the Type column.
 - **Adjustment Reason:** This field is optional for charges. When entering a credit, you must choose either an adjustment reason or a description. You can select from the list provided, or use the 'Add New Reason' option to create your own.
 - **Amount:** In the Amount fields, you will enter the ANNUAL amounts for each sub account. The system will take the amounts and divide them across the payment plan based on your allocation priorities.
 - **Description:** This field is optional.
 - Click '**Save and Add Another**' or '**Save and Close**' after you have entered the transaction.

Payment Schedule

- Shows plan information and complete schedule. Payment amount is included if you have already entered transactions.

Edit Payment Day

- Select a new payment day: 1st-28th or last day. Dates offered for the plan selected are marked as **Preferred**.

Change Payment Schedule

- Allows you to select from the plans currently displayed on your Online Payment Plan site.
 - Select a payment plan from the drop down menu.
 - Select a payment day (1st-28th or last day, offered days are marked as Preferred)
 - Click the Select button next to the appropriate plan and then Next to preview and save change.
 - OR click 'Create a Custom Schedule' for more options.

Create a Custom Schedule

- **Number of Months** – Allows you to choose how many payments the family will have and when they will start.
- **Fixed Amount** – You will set the payment amount and the system will figure the number of payments.
- **Custom Months** – If you offer a plan where the payments are not consecutive, such as Semi-Annual or Quarterly, you will have 2 other options: Number of Payments – Custom Months and Fixed Amount – Custom Months. This allows you to select which months are included in the plan.
- **Limitations:** You cannot create a bi-weekly or weekly plan if you do not offer one. You also cannot set different payment amounts for different months. However, once you've finalized the agreement you can make both of these types of changes.
- **Preview** – When you click 'Next', you will see a preview of the new schedule. You will then save or cancel.

Agreement Details

Primary Financial Account

- School users may change the bank account provided or the family can update this information online. Credit card information cannot be added by the school. The customer can enter it online or contact FACTS.
- Reminder: The Customer **must** be a signer on any account used.

Additional Information



- **Peace of Mind benefit** – while in a pending status, the school can change the customer’s election. Once finalized it may not be changed.
- **Email Payment Reminders** – families with automatic or invoice payment plans may request email payment reminders which are sent 4 business days prior to the payment date. School user may edit this to either yes or no.

Comments

- You can add comments by selecting the ‘Add Comment’ button.
- Both FACTS and school comments can be viewed by both parties.
- Parents **cannot** see any of the comments.
- Click the Date/Time listed for more detail.

#2 Add Transactions

Parameters

Entry Mode	<input checked="" type="radio"/> Open Column	<input type="radio"/> Selected Records	<input type="radio"/> Assign Default Rates
Display	<input type="radio"/> Customer	<input checked="" type="radio"/> Student	
Type	<input checked="" type="radio"/> Charge	<input type="radio"/> Credit	<input type="radio"/> Payment
Account*	Tuition		
Adjustment Reason	<input type="text" value="-- None --"/>		
Description	<input type="text"/>		
Transaction Date*	<input type="text" value="2/6/2017"/>		

Entry Mode

- **Open Column:** Enter each customer or student balance individually. Click ‘Add Transactions’ to save your entry. Repeat as needed for each sub account or Credit reason/description.
- **Selected Records:** Enter the amount you would like to apply in the ‘Amount’ field. Check the box to the left of each customer or student who will be included. Click ‘Add Transactions’ to save your entry.
- **Assign Default Rates:** Select a rate table (built by FACTS and can contain charges and credits) and check the box to the left of each customer or student who will be assigned this table. Click ‘Assign Rate Table’ to save your entry. Then select ‘Refresh View’ to update the amount due.

Display

- How you are applying your transactions- to the customer or student (family vs. student based accounting).

Type

- **Charge:** A positive amount applied to a specific sub account
- **Credit:** A negative amount applied to a sub account that has a positive balance

- **Payment:** A credit for a true payment received and posted by the institution

Account

- Options are based on the sub accounts the school has established with FACTS

Adjustment Reason / Description

- Both are optional for charges, but must enter one or the other for credits.
- Can select from the list available or create your own.

Transaction Date

- Pre-filled with the date you are entering transactions.

NOTE: When you click 'Add Transactions' you are adding to any existing balance for that sub account. If you wish to change an amount listed, go to the 'Edit Transactions' screen.

#3 Finalize Agreements

Finalizing Agreements:

- Check the boxes to the left of the agreement(s) you wish to finalize
- Click 'Finalize Agreements'.

TIP: If you check the box in the column header, it will select all items on the page. You may want to change your page size to include all records if you are finalizing a large group.

Finalize Agreements

Pending

- [Pending Agreements Dashboard](#)
- [Agreements](#)
- [Agreement List](#)
- [Finalize Agreements](#)**
- [Change Assigned Plan](#)
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Finalize Agreements

Please select the agreements that you would like to finalize and click the Finalize Agreements button.

	Agreement Count	Amount Due	Credit Balance
	4	\$35,900.00	\$0.00

Finalize Agreements

Agreements

Display: All Pending

[Print/View Options](#)

<input type="checkbox"/>	Agreement Number	Payment Method	Customer	Students	Amount Due	First Payment Amount	First Payment Date	Number of Payments	Payment Day	Finalization Deadline
<input type="checkbox"/>	101 030 640	ACH	Adams, Michelle	Adams, Kaitlyn Adams, Kaleb	9,400.00	854.55	06/05/2016	11	5th	05/26/2016
<input type="checkbox"/>	101 030 644	ACH	Billings, Chris	Peterson, Jason	7,500.00	3,750.00	07/20/2016	2	20th	07/10/2016
<input type="checkbox"/>	101 030 641	ACH	Flores, Benjamin	Flores, Jimmy Flores, Jonny	12,500.00	1,136.37	06/15/2016	11	15th	06/05/2016
	Totals				35,900.00	6,331.83				

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Page size: 10

4 items in 1 pages

Reports

Transaction Summary

- Allows you to view the overall Charges, Credits and Net Amount for customers or students.
- You can get more detail by changing the selections in the Parameters box at the top.
- Use the Customize Data option to add Payment Method, Payment Plan Name, IDs and Grades to the report.

Transaction Detail

- Allows you to view Adjustment Reasons, Descriptions, Charges and Credits for customers or students based on the sub account.

Agreement Detail

- Shows Payment Method, Plan Name, Total Balance, First Payment Amount, First Payment Date and the Finalization Deadline.
- Down Payment Amount and Date are shown for schools allowing or requiring a down payment.

Invalid Status

- This report shows agreements that cannot be finalized due to an error or problem.
- Common reasons for Invalid Status:
 - Problem banking from the prior term.
 - Customer has unresolved FACTS fees due from a prior term.
 - Prior payment method is not offered in new plan (reenrolling agreement)

Reenrollment Status

- Only for reenrolling families – will show any errors that result in the agreement being ineligible for reenrollment such as a payment method previously used is not offered in the new term.
- Shows prior year agreement number with new agreement number.

Printing/Customizing Reports

Printing

- Click the Print/View Options link above the far left column of the report.
- Select Export Data and choose the format (PDF or Excel).

Customizing

- Click the Print/ View Options link above the far left column of the report.
- Select Customize Data and choose which additional fields you would like to include (fields vary by report).
- Click 'Save Columns' to retain your selections.