# St. Elizabeth Regional School

## Registration and Emergency Information

**FACTS MANAGEMENT SYSTEM**

1. **What is the FACTS Tuition Management System?**

   The FACTS Tuition Management System is a tuition payment program used by the Allentown Diocesan schools to collect tuition.

2. **Can I opt out of FACTS?**

   No, as mandated by the Allentown Diocese, all Catholic schools in the diocese are expected to use this program for tuition collection.

3. **How do I get help if I am having a problem with the FACTS website?**

   When using FACTS, if you encounter any problems or issues, your primary contact should be the **FACTS Customer Care Center at 866-441-4637**. **They are available to you 24 hours a day, 7 days week** to address any of your FACTS concerns and/or questions.

4. **Who is the FACTS manager for St. Elizabeth Regional School?**

   Mrs. Lisa Capece will manage all FACTS accounts for our school. She will continuously check to make sure everything is working properly and accurately within our FACTS accounts. In addition, she will monitor monetary transactions to ensure they are accurately entered into the system. She is available to help with this entire process, if you need her. She can be contacted at LMC9999@aol.com. if you need any assistance or have any questions.

5. **How do I enroll my family into the FACTS System for Tuition Collection?**

   In order to enroll your family into the FACTS system, you must log-on to online.factsmgt.com/signin/3NWFW or you can click on the FACTS icon at the bottom of the home page on our website at sercc.org. The first time you sign on you will need to create a user-id and password. You are the **only** one who has this user-id and password so keep it in a safe place. You are then responsible for inputting all your family data and information, and for keeping it up-to-date.

6. **I am interested in receiving scholarship monies for financial hardship if and when available. How do I apply?**

   You will need to logon to FACTS and fill out the **FACTS Grant & Aid Application** each year. All scholarships, when available, are awarded to needy families and then only if you qualify. If you do not complete the FACTS application, you will **NOT** be able to receive any scholarship money. There is an application fee to FACTS in order to process your application.

7. **What paperwork and documents should I gather together before I start the enrollment process on the FACTS system webpage?**

   **Please note:** After completing your application on the FACTS webpage, you will be asked to send supporting documentation. If you apply BEFORE you have received all of the documentation required, please submit it as soon as possible as your application will not be thoroughly processed without it.

   **Documentation required is as follows:**

   Copies of all 2020 W-2 IRS Federal Form 1040, 1040A or 1040EZ.

   Copies of all 2020 W-2 Wage & Tax statements for both the applicant and co-applicant.

   Copies of any and all supporting tax schedules, if you have any.

   Copies of all supporting documentation for household Non-Taxable Income such as: Social Security Income, Welfare, Child Support, Food Stamps, Workers' Compensation and temporary Assistance for Needy Families (TANF).

   **Important:** If you file a tax return but do not have W-2 wages because you are self-employed, you will be required to submit a copy of your 2020 Federal Form 1040 Tax Return, including Schedules C & F.

8. **When will my application be processed?**

   Please allow 2 to 4 weeks for your application and supporting tax documentation to be processed. FACTS is unable to verify receipt of documents until they are scanned into their system, which takes approximately 2 weeks.

9. **Am I required to complete a new FACTS Grant & Aid Application every new school year?**

   Yes. All families who were enrolled in FACTS for tuition payment in the current school year will automatically be enrolled in FACTS tuition collection for the upcoming school year.

   However, you must still fill out a new FACTS Grant & Aid application every year your student is enrolled at our school. Again, all current tax information, etc. will need to be submitted and updated by you.

10. **Is there a processing fee to use FACTS?**

    Yes, every family pays a processing fee to FACTS each school year for using the FACTS Service for Tuition Collection. It is $39.00.