



Business Office FAQ

The following are frequently asked questions fielded by the business office. If you need information not provided here, please contact us at 901.278.0200, or email dfundo@gslschool.org.

Dependent Care Documentation

Where do I get receipts/documentation for dependent care expenses?

This information is available through both FACTS (for tuition and after school care), and UltraCamp (for SummerFest) self-service portals. Links to each are below:

<https://online.factsmgt.com/signin/3VX41>

<https://www.ultracamp.com/clientlogin.aspx?idCamp=641&campCode=gsl>

FACTS instructions:

- Sign in to your account
- Under *Payment Plan & Billing*, select “view details”
- Click the “Payments” tab in the *Activity Details* section
- Click “View Printable Payment Summary”
- Select the appropriate year, or specific date range, from the drop down menu
- Print

UltraCamp instructions:

- Sign in to your account
- Click “View My Finances” in the *Common Tasks* section
- Click “Print a Statement”
- Select the appropriate season, or define a custom date range
- Print

Both sites’ documentation includes: the provider of services, including address and Federal Tax ID; the person obtaining services; dates, or date range of services; amounts paid for services; and the type of charge (e.g. tuition, after school care).

A fee of \$25 applies if you prefer to have the school issue these documents to you.

Why is there a fee for having the school issue dependent care receipts/statements?

The school receives quite a few of these requests. Responding to all of these requests is very time-consuming. Also, as mentioned above, parents have access to these documents through the self-service portals.

What if I need a signed copy, or more detail than the standard report contains?

Please contact the business office if you need signatures on the documentation for dependent day care credits/reimbursement, or if the current standard reports contain insufficient detail.

After School Care Fees

How does after school care get charged?

ASC gets billed via FACTS in one of four ways – annually, semi-annually, monthly, or drop-in. ASC will be listed as incidental charges in FACTS. Please see descriptions below:

- Annually – billed one time, in advance, for the entire school year. Bill is issued around mid-August, with payment due 30 days from issuance.
- Semi-annually – billed twice, in advance, for ½ of the school year. Bill is issued around mid-August, and mid-January, with payment due 30 days from issuance.
- Monthly – billed in the month of service. Bill is issued around mid-month, with payment due 10 days from issuance.
- Drop-in – billed in arrears (e.g. September fees billed in October). Bill is issued around mid-month, with payment due 10 days from issuance.

Can I change my ASC payment plan selection?

Generally, the school only allows changes to be made midyear during Christmas Break as noted on the GSL Calendar once an ASC payment plan has been selected.

Why doesn't the date on my FACTS invoice match the date(s) my child was at ASC?

This question typically comes in relation to drop-in fees. Drop-in fees are billed for the preceding month's activity at a rate of \$15 per day. The FACTS system requires a date, but is not setup to accommodate multiple dates. So, we use the last day of the month for billing purposes. The description will indicate the billing period for the invoice. See the following example:

Invoice Summary (As of 20 Dec 2016)

Invoice Date: 20 Dec 2016
Invoice #: 11223344
Customer: Jane Doe (Customer # 123456789)
Student(s): Alexander Doe (ID adoe, 1st)
Riley Doe (ID rdoe, Jr. K Full Day)

Due Date: 30 Dec 2016
Amount Due: \$75.00

| Date | Name | Description | Amount |
|-------------|---------------|---|----------------|
| 30 Nov 2016 | Alexander Doe | After School Care – Drop In Fee - Charges Added - Month of: November | 60.00 |
| 30 Nov 2016 | Riley Doe | After School Care – Drop In Fee - Charges Added - Month of: November | 15.00 |
| | | Amount Due | \$75.00 |

Important Information

- Payments returned by your financial institution will be assessed a \$30.00 FACTS returned payment fee.

A Message from Grace-St Luke's Episcopal School:

ASC charges

In the example above, the amounts charged are for drop-ins occurring in November (as noted in the description), and the date “30 Nov 2016” was used.

Tuition Payment Plan Changes

Can I have a payment plan other than those offered?

Custom payment plans are available. There will be a one-time fee of \$50 to set up a payment plan other than the four currently offered through FACTS.

Can I make changes to my existing payment plan, or payment date?

While we discourage making changes to your plan once it is selected, we can accommodate some plan/date changes. The school allows up to two changes to be made free of charge per school year. Beyond that, the school will charge a fee of \$25 per change made.

IMPORTANT INFORMATION: Automatic drafts can be initiated up to 72 hours in advance of the due date. Once a draft has been initiated, no changes are possible. If you are requesting a payment date change, please give the business office as much notice as possible – ideally more than 72 hours in advance. Requests made within 72 hours of scheduled payment date may not be accommodated.