



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 UltraCamp (for ACE: After School and Enrichment, and SummerFest) self-service portals. Instructions for each are below:

FACTS instructions:

- Sign in to your account - <https://online.factsmgt.com/signin/3VX41>
- Under *Payment Plan & Billing*, select “view details”
- Click “View Printable Payment Summary”
- Select the appropriate year, or specific date range, from the drop down menu
- Save/Print

UltraCamp instructions:

- Sign in to your account - <https://www.ultracamp.com/clientlogin.aspx?idCamp=641&campCode=gsl>
- Click “View My Finances” in the *Common Tasks* section
- Click “Print a Statement”
- Select the appropriate season, or define a custom date range
- Save/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 may apply 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.

ACE: After Care Fees

How does ACE: After Care get charged?

ACE services are billed via UltraCamp and are payable via credit card.

Can I change my ACE payment plan selection?

Generally, the school only allows changes to be made midyear during Christmas break as noted on the GSL Calendar.

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.