



Here are some tips to avoid late fees in FACTS:

- **View balances in your FACTS account regularly:**
<https://online/factsmgt.com/signin/4C84N>
- **Make sure your FACTS communication settings are up-to-date** (text alerts and email notifications) and you are checking the alerts regularly
- **Make sure your FACTS financial account is up-to-date**
- If there is a past due balance on your account and your communication settings are up-to-date, you will receive a **monthly statement from FACTS** on the 1st of the month.
- **Enroll in Auto-Pay for Incidental Expenses.** If you have not signed up for *auto-pay* for incidental expenses in FACTS, you will need to authorize payment for each incidental invoice before the due date. Otherwise, there will be a late fee(s) charged to your account. (To make a payment, log in to **FACTS** and choose *Make a Payment* for each incidental invoice. Or, better yet, **Enroll in Auto-Pay**).

If you have questions about your FACTS account, please contact [Laura Wong](#) or [Kimmy Fulton](#).