

Auto Pay Overview

Auto Pay is a feature where customers can have incidental invoice payments automatically processed from a designated financial account on the invoice due date.

Auto Pay does not pay Late Fee Invoices, Returned Payment Invoices, or Payment Plan Invoices.



Important

Customers must have an automatic payment plan in place to be eligible for auto pay. Customers with invoice plans or customer with only incidentals accounts are not eligible - even if auto pay is required for the term.

Offering Auto Pay

Institutions using incidental invoices have 3 options for offering Auto Pay:

1. **Optional:** Customers opt in and out as needed.
2. **Required:** Customers are automatically opted in during payment plan set up or manually by the institution, but can opt out at any time.
3. **Not Allowed:** Customers cannot be enrolled in Auto Pay by anyone.

Billing owners and Auto Pay

The customer is considered the Billing Owner, but an Authorized Party is able to take over ownership of billing activity by enrolling in Auto Pay for the incidentals. Authorized Parties can make payments toward incidental expenses without enrolling in Auto Pay - in this instance, they are not considered the Billing Owner. The Billing Owner does impact how/when Returned Payment Fees are assessed for returned incidentals payments. For more information on Billing Owners and Returned payment Fees, please see the [Incidental Billing and Returned Payment Fees](#) article.

Signing up for Auto Pay

Customers can sign up:

- During online payment plan sign up if the option is optional or required.
- By paper agreement, if the option is required and the customer is signing up for an automatic payment plan.

Customers and authorized parties can sign up:

- Through their user account.
- By contacting FACTS.

Institutions can sign customers and authorized parties up:

- Online if the customer has a finalized payment plan with a valid financial account.

Canceling Auto Pay

- Customers, authorized parties, and institution users can cancel auto pay enrollment at any time online or by contacting FACTS.
- Auto Pay enrollment is automatically canceled when an invoice is created for an account with an expired credit card as the method of payment.

Auto Pay and Reenrollment

For institutions where auto pay is **optional**:

- Customers or authorized parties who were enrolled in auto pay for the prior term will be reenrolled in auto pay.
- The financial account in use for auto pay at the time of reenrollment will be the financial account used for auto pay in the new term
- Customers or authorized parties who were *not* enrolled in auto pay for the prior term will *not* be enrolled in auto pay.

For institutions where auto pay is **required**:

- Customers will be enrolled in auto pay whether they were enrolled in a prior term or not.
 - If an authorized party was enrolled in auto pay for the previous term, they will be reenrolled for auto pay.
- Enrollment at reenrollment will automatically enroll the customer(s) in auto pay for all eligible terms at the school.
- The financial account used on auto pay at the time of reenrollment will be the financial account used for auto pay in the new term

Notifications

- **Confirmation Notice:** If enrollment occurred during payment plan sign up, information about auto pay is included in this notice.
- **Auto Pay Enrollment:** If enrollment was completed by the institution, a notice is sent to the customer or authorized party.
- **Auto Pay Cancellation:** If auto pay was canceled by the institution, a notice is sent to the customer or authorized party.
- **Invoices:**
 - Invoices will indicate the amount and due date and include a reminder that the amount will be automatically debited.
 - When an expired credit card is in use for auto pay, the invoice will indicate that auto pay has been canceled and payment must be initiated.

Changing a financial account

If auto pay enrollment occurs at payment plan sign up, the financial account used will be the same as the account in use for the agreement.

Customers can change the financial account online or by contacting FACTS. It can be a different account than the payment plan is using.

Institution users can also change financial accounts for a customer, with some limitations.

Institution users can:

- Add a new bank account.
- Switch between existing accounts.

Institution users cannot:

- Add a new credit card.

Returned Auto Pay payments

For more information on returned Auto Pay payments, please see the [Incidental Billing and Returned Payment Fees](#) article.

Reporting

The [Incidental Billing Auto Pay Status](#) report shows each customer and whether they are enrolled in auto pay or not.

On the [Remittance](#) statement, payments made via auto pay are identified in the **Description** column.