

# 2024-2025 School Year Finance Information & FAQs

## *What's new that I need to know?*

- 1- FACTS accounts for **returning** students for the 2024-2025 school year will be ready by the beginning of May 2024. Once set up is complete, a payment plan confirmation email will be sent by FACTS to the current Primary Payer on the 2023-2024 school year student billing account.
- 2- FACTS accounts for **new invitee** students will be set up starting the beginning of May (dependent on the timing of completion ALL Enrollment Requirements on the Infinite Campus Enrollment Dashboard).

## *What does this mean?*

Once the payment plan confirmation email has been sent by FACTS:

- 1- Click on the link in that email to log into FACTS to view the details or create your username/password.
- 2- The tuition charge has been placed on your billing account's invoice plan (the first invoice will still be sent on August 5, 2024, and will be due August 25, 2024).
  - a. The Invoice Plan is **defaulted** to an eight-month payment plan, which is reflected in the payment schedule displayed on the email.
  - b. You can start making payments towards your child's tuition balance.
  - c. If any payments are made prior to the first invoice, the remaining balance will be recalculated and spread over the 8-month payment plan.
  - d. If you wish to change your payment plan from monthly to either Semi-Annual or Annual, this change must be made **BEFORE** the first invoice is generated on August 5, 2024 by calling FACTS, see FAQs below.
  - e. Bus charges will be added at the **beginning of August** prior to the first tuition/bus invoice. Once added, the invoice plan will be recalculated, and the 8-month payment schedule **will change** if you add bus service.
- 3- The \$100 minimum family contribution (Tuition Deposit) has been set up as an Incidental Expense.
  - a. You will be able to make your \$100 payment at this time. This is **NOT** covered by Financial Aid.
- 4- Financial Aid awards are scheduled to be awarded starting at the end of April. FACTS billing accounts will be updated, if applicable. An email will be sent by FACTS notifying that an adjustment was made to the student's billing account. Please login to your FACTS billing account to see the details of that adjustment.

## **FINANCIAL AID**

Final Financial Aid **DEADLINE** is **June 30, 2024** to complete an application for the 2024-2025 school year.

- a. Gather your 2022 federal taxes and W2s to get started.
- b. Go to <https://online.factsmgt.com>, login to your child's FACTS Billing Account with your username and password to access the Grant & Aid application.
- c. There is a non-refundable application fee of \$35 which is payable electronically by credit card or through your checking or savings bank account.
- d. It takes time to process an application, so we **HIGHLY ENCOURAGE** you to submit your application as soon as possible to get an award determination before the first invoice is due.

## **GENERAL INFORMATION**

Current school year balances must be cleared by May 10, 2024, to avoid potential disenrollment of your child and/or rescission of his/her invitation. If you are faced with extenuating circumstances that require financial assistance, please contact:

Kapālama Campus:	Jaz Balberdi, Senior Analyst, Kapālama Finance (808) 842-8694 or <a href="mailto:jsbalber@ksbe.edu">jsbalber@ksbe.edu</a>
Maui Campus:	Debbie Kato, Campus Fiscal Administrator (808) 573-7035 or <a href="mailto:dekato@ksbe.edu">dekato@ksbe.edu</a>
Hawai'i Campus:	Jeri-Lynn Spain, Director, Campus Finance (808) 982-0038 or <a href="mailto:jespain@ksbe.edu">jespain@ksbe.edu</a>

If you have any questions regarding FACTS Management, your child's billing account or payment questions, please contact Liane Seto at (808) 842-8084 or [liset@ksbe.edu](mailto:liset@ksbe.edu).

FACTS Customer Service: 1-866-441-4637 (Open 24 hours, 7 days a week)

**FREQUENTLY ASKED QUESTIONS (FAQ's)**  
**FACTS MANAGEMENT & TUITION PAYMENTS**

**Q: When will my FACTS account be ready for the 2024-2025 school year and how do I set it up?**

**A: RETURNING STUDENTS:** The Primary Payer and login (username and password) for the 2023-2024 school year will automatically roll-over to the 2024-2025 school year. Billing accounts will be set up starting the beginning of May 2024 and there will be a Payment Plan Confirmation email sent with the new tuition amount and monthly payment schedule breakdown.

**NEW INVITEE STUDENTS:** Each student is required to have a single designated parent/guardian to be identified as the Primary Payer on the FACTS billing account. This person will receive all communication (invoices/statements/past due notices) from FACTS via email, will have the ability to make online or telephone payments, as well as add on other authorized users to have online access to the account. The Primary Payer selected **does not mean** this person is solely responsible for the financial obligation.

KS will automatically select a parent/guardian to be the Primary Payer and the FACTS billing account will be set up starting the beginning of May 2024. FACTS set up is dependent on the timing of completion of ALL Enrollment Requirements on the Infinite Campus Enrollment Dashboard. The primary payer selected will receive a Payment Plan Confirmation email (via the email address provided in Infinite Campus) when the account is set up, with the tuition amount and monthly payment schedule breakdown. There will be a link in that email to click on, which will then allow you to create your user profile (username, password, and security questions). If you would like to add on other authorized users to have online access to the account, please refer to the FACTS Management Information in the Infinite Campus parent portal (click on Documents) to access instructions on how to add other authorized users.

If you have more than one child attending Kamehameha Schools and would like to link the accounts on FACTS, please contact the Cashier's Office at (808) 842-8084 for assistance.

**Q: What is the \$100 minimum family contribution?**

**A:** Kamehameha Schools **requires a mandatory, non-refundable**, minimum family contribution (tuition deposit) of \$100.00, which will be billed on the August 6<sup>th</sup> incidental invoice and is due by August 25, 2024. This \$100 represents a family's minimal financial investment in their child's education at Kamehameha Schools and is **NOT COVERED** by financial aid.

**Q: How much are the payments for annual, semi-annual and monthly plans?**

**A:** FACTS will automatically calculate the amount of your payment due, based on the payment plan selected. You can also use the following chart to determine the balance due, number of payments, and scheduled payment amount, less the mandatory \$100 minimum family contribution.

<b>SY 2024-2025</b>			
<b>Grade</b>	<b>Annual</b>	<b>Semi-Annual</b>	<b>Monthly</b>
Due Dates	August 25, 2024 Less \$100 Deposit	August 25, 2024 and January 25, 2025	August 25, 2024– March 25, 2025
Kapālama K-6 Maui & Hawai'i K-5	\$5,358	\$2,679	\$669.75
Hawai'i Grade 6	\$5,518	\$2,759	\$689.75
Maui Grades 6-12 Hawai'i 7-12, Kapālama 7-12 Day	\$6,614	\$3,307	\$826.75
Kapālama 7 – 12 Boarder	\$11,817	\$5,908.50	\$1,477.13
Bus Service (Roundtrip)	\$1,734	\$867.00	\$216.75

**Q: What payment plans (billing frequency) are available, when are they due?**

**A:** FACTS offers 3 payment plan options and invoices are sent electronically by (email) beginning August 5, 2024. Accordingly, payments will be due as follows:

- **Monthly** - Eight payments (default)
  - All students are set-up on a monthly payment plan with FACTS each school year and will receive electronic (email) invoices over an eight-month period beginning August 5, 2024, through March 5, 2025.
  - 1st monthly payment due no later than August 25, 2024, with last payment due no later than March 25, 2025.
- **Annual** - One payment
  - You will receive an email, once tuition has been posted to your account. Log in and pre-select all 8 invoices to pay at once OR call FACTS **AFTER** you receive your email to pay by telephone.
  - Due no later than August 25, 2024.
- **Semi-Annual plan** – Two payments
  - Once tuition has been posted to your account, call FACTS **before August 4, 2024**, to be billed in 2 installments (August and January)
  - 1st payment due no later than August 25, 2024 via online or telephone to FACTS.
  - 2nd payment due no later than January 25, 2025 via online or telephone to FACTS.

All payments must be **received and processed** no later than the 25th day of the month to avoid the late fee. Payments received after the 25<sup>th</sup> day of the month will be assessed the 1% late fee which will be computed on the outstanding balance on your account.

**Q: What are my online payment options for tuition and/or bus fees?**

**A: Payment Plan Monthly Invoice:**

Invoices will be emailed monthly to the Primary Payer. Payments can be made electronically by logging on to <https://online.factsmgt.com> or by telephone by calling FACTS. If you wish to receive a paper invoice by postal mail, please contact FACTS Management directly to make this change.

- Credit Card payments: Please note there is a 2.95% service fee applied for each payment.
- Savings or checking account payments: There is no service fee for this option.

Parents who do not wish to receive monthly invoices have the option to select an alternate method of payment via automatic bank payment (ACH) or automatic credit card payment which the Primary Payer can set up through their FACTS account.

**Automatic Tuition and/or Bus Payments (DO NOT sign up if you applied for financial aid)**

- **Checking or savings bank account electronic payment (ACH):**

ACH refers to an automatic transaction set up with your financial institution to deduct regularly scheduled payments from your checking or savings account. Be sure to check with your financial institution to verify that they allow ACH prior to selecting this option. Deductions can be scheduled to occur between the 5<sup>th</sup> through the 25<sup>th</sup> of each month. Sufficient funds must be available in your account on the day the ACH is scheduled to occur or the transaction will be returned and FACTS will charge a **\$30.00** non-sufficient funds fee for each payment returned by your financial institution.

- **Credit Card Payment:**

Tuition payments by credit card (Visa, MasterCard, Amex or Discover) will be subject to an additional 2.95% convenience fee per transaction. Deductions can be scheduled to occur between the 5<sup>th</sup> through the 25<sup>th</sup> of each month.

Automatic Payment Plans (ACH/Credit Card) **WILL NOT** rollover from prior school year. **This must be set up each school year.**

**Q: How do I make non-electronic monthly payments and how do I avoid the 1% late fee?**

**A: If paying by check or money order:**

- Mail directly with payment stub to the lockbox (address on payment stub).  
Kamehameha Schools  
PO BOX 30580  
Honolulu, HI 96820
- Only payments made by personal check, cashier's check, or money order (made payable to Kamehameha Schools) can be processed. Please **DO NOT** mail cash.
- The top portion of the invoice (payment stub) is **REQUIRED** in order to process a payment sent by mail. See attached instructions on how to print the payment stub.
- Please write your FACTS customer number and student's name on the check or money order.
- We highly recommend that you do not use the online check payment option offered by your financial institution since those checks are mailed without the payment stub and we may not be able to identify who the payment is intended for.

**If paying by cash:**

- In person at any First Hawaiian Bank branch (FHB) with your payment stub. (There is no charge for this service)
  - FHB will only accept the following methods of payment at the branch: Cash, personal check, cashier's check, or money order (made payable to Kamehameha Schools).
  - The top portion of the invoice (payment stub) is **REQUIRED** in order to make a payment at any FHB branch. See attached instructions on how to print the payment stub.

All payments must be **received and processed** no later than the 25th day of the month to avoid the late fee. Payments received at FACTS or First Hawaiian Bank **AFTER** the 25<sup>th</sup> day of the month will be assessed the 1% late fee which will be computed on the outstanding balance on your account.

**Q: What about other school billings?**

A: FACTS will email an Incidental Expense Invoice on the 6<sup>th</sup> of the month starting on August 2024 for non-tuition/bus charges such as the minimum family contribution (tuition deposit), lost student ID cards, library fines, lost books, lost/damaged computer equipment and boarder airfare. This Incidental invoice is separate from the tuition/bus payment plan invoice. If you select an automatic tuition ACH or automatic tuition credit card payment option, these incidental charges **WILL NOT** be included in that automatic monthly payment. These charges are due upon receipt and are **NOT covered** by Financial Aid.

**We highly recommend that you do not sign up for automatic payment for incidental invoices.**

**Q: What are the fees charged by FACTS?**

A: This year, all enrollment fees will be covered by Kamehameha Schools. However, parents will continue to be responsible for the following:

- \$30.00 for each payment returned by the bank.
- 1% Late fee computed on all outstanding past due amounts.
- Optional \$22.50 Peace of Mind (POM) benefit (refer to the "Protection Plan" tab on the FACTS Web site for more information)

**FINANCIAL AID**

**Q: When do I need to apply for Financial Aid and do I need to complete my 2023 tax returns in order to apply?**

A: The Financial Aid early award notification deadline was February 29, 2024. Please log into your child's FACTS billing account to access the financial aid online application. The **deadline** to apply is **June 30, 2024** for the 2024-2025 school year. Financial Aid will utilize your 2022 Federal income tax returns for financial aid consideration.

Please call the O'ahu Resource Center at (808)-534-8080 or toll free at (800) 842-4682, press 3 to check on the status of your financial aid application. Note that you are responsible for payments even if a financial aid application has been submitted. In the event an award is granted, any excess payments made by you will be refunded by KS.