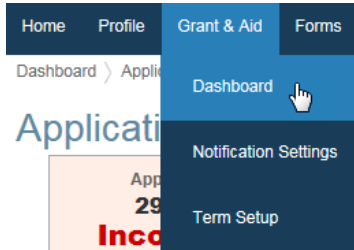


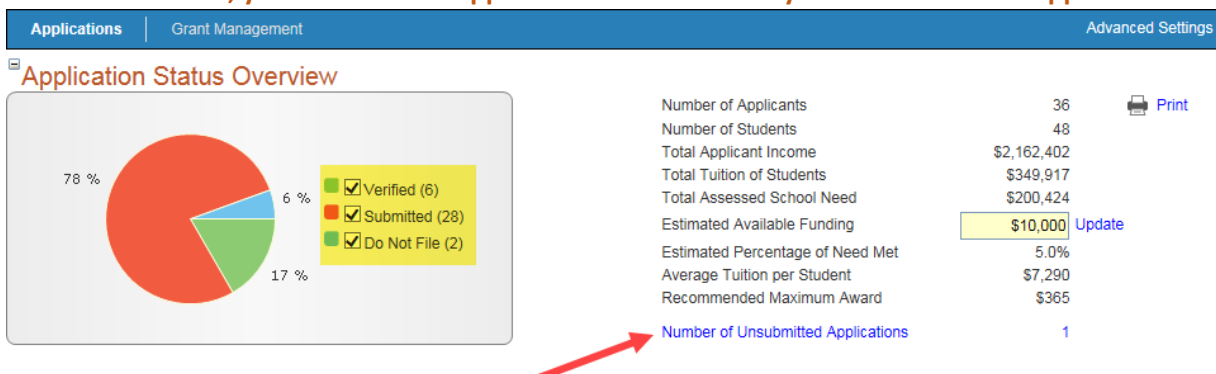
# FACTS Grant & Aid Navigation

Log in to <https://online.factsmgmt.com> with your username and password. If you have forgotten your username or password, please contact FACTS Management at 866-412-4637.

## 1. Locate the Grant & Aid tab and select Dashboard.



## 2. On the Dashboard, you can view the applicants that have listed your school on their application.



### Applicant Status

**View the applicants that have started an application for your school, but not yet submitted it**

[Create a new report](#) | [Modify this report](#) | Applicant Status

Action

Print/View Options

App ID	Applicant Name	Has Comments	App Status	Inc Data	Fee Payment	Business Review	Tax Return Year	W-2 Year	Submit Date	Last Receipt Date	Verified Date
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
2802701	Academy, Marsha	Yes	VER				2016	2016	03/20/2017		10/06/2017
2627108	Applicant, Arthur	No*	VER				2016	2016	12/07/2016		06/15/2017
2909546	Applicant, Test	No	SBM				DNR	DNR	06/16/2017	10/09/2017	
2599647	Application, Sample	No	DNF	INC			DNF	DNF	10/03/2016		

## 3. Common Abbreviations:

- **Verified (VER)** means FACTS has everything needed in order to complete the assessment. Ideally, all applications should be Verified before a decision is made on that particular application.
- **Submitted (SBM)** indicates that the assessment being conducted is subject to change because we do not have all the supporting information. Typically this is due to missing income documents or incomplete information on the application.
- **Does Not File (DNF)** indicates FACTS received an application, but the family noted that they do not file a tax return. They may receive social assistance, do not make enough to file, or are new to the country. These applications should be considered complete.
- **Did Not Receive (DNR)** indicates FACTS has not received the tax return/W-2.

If you have any questions, please contact FACTS Management at 866-412-4637. The FACTS office is open Monday – Thursday 8am – 7pm CST and Friday 8am – 5pm CST. **If the applicants have any questions, please have them contact our Customer Care Representatives at 866.441.4637.**

4. You can select the App ID number to view the details for an individual family. This will take you to a page that displays the student information and also indicates which tax documents are missing. You can upload PDF documents on behalf of families by selecting the Upload Supporting Documents button.

**Supporting Income Documentation**

View sample tax documents [here](#).

Tax Documents	W-2s	Page 1 of Tax Return	Page 2 of Tax Return	Schedule C	Schedule E	Schedule F	Form 4562	Form 1065	Schedule K-1 (1065)	Form 1120S	Schedule K-1 (1120S)	Form 8825	Form 1041
2016 1040EZ for SSN ending 2222		<input checked="" type="checkbox"/>											
<input type="radio"/> 2017 federal tax return for applicant (SSN ending 2222) is required.													

Not Submitted     If Applicable     In Process     Complete

Document History

Upload Supporting Documents

5. To view the application questions, hover over Grant & Aid on the blue toolbar and select Term Setup, then select "Form Preview". You can navigate to the different sections of the applications using the links on the left.

- Schools
- Applicant
- Students
- Taxable Income
- Non-Taxable Income

6. **FACTS Processes:**



**Tax Documents:**

- Forms can be uploaded, faxed, or mailed
- 2 Weeks for processing
- May be longer for business owners



**Failed Application Fee:**

- No Returned Payment Fee
- Notice sent to applicant
- Applicant must initiate a new payment
  - online or phone



**Applicant Notices:**

- Notices will be sent every 14 days until all issues are resolved
- Notices will stop after 60 days of no action by the family
- Notices are always sent by email
- If an email returns, the notices will then be sent by Postal Mail*
- Additional Notices for business reviews

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