

Monmouth University

# Payment Plans PLUS

How To & FAQ

## Payment Plan Enrollment Step-by-Step Instructions:

### Enrolling in Monmouth University's Payment Plan

During the enrollment period for payment plans, follow the instructions below:

1. Login to your Monmouth University account using the [MyMU](#) portal and select the link to the *Student Bill & Payment Center* which is located halfway down the page.
  - a. Click the *Payment Plans* tab
2. Click *Enroll Now*
3. Select the *Term*, review and select an available plan
  - a. Click *Continue*
  - b. You will see a summary of charges and credits that are eligible for the plan
4. Click *Display Payment Schedule*. Payment amounts and due dates will display
  - a. Click *Continue*
5. In the Payment Method list, select the preferred payment method. Options are:
  - a. New Electronic Check
  - b. Credit or debit card
  - c. Previously stored information

***The \$45 enrollment fee will be charged immediately, and is required to be paid in full at the time of enrollment.***

6. Read the Payment Plan Agreement
  - a. Click *I Agree*
  - b. Click *Continue*
7. If paying by ACH, read the ACH agreement and click the, "*I agree to the above terms and conditions*" box
  - a. Click *Continue*


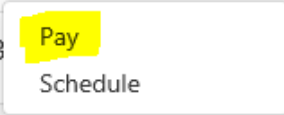
NOTE: When enrolled in a Term Balance Plan, additional charges, adjustments or payments on the student account that occur after enrollment in a payment plan may result in an adjustment to your plan. If this occurs, an email will be sent explaining the effect on the payment plan amounts.

## Making a Payment Plan Installment Payment on a Student Account

Once enrolled in a payment plan, you must follow these steps to apply your payments against outstanding installments.

Payments made to your student account using the *Make a Payment* button on the My Account tab will reduce your total account balance and will not mark a current installment due as 'paid'.

1. Login to your Monmouth University account using the [MyMU](#) portal and select the link to the *Student Bill & Payment Center* which is located halfway down the page.
2. On the My Account tab, scroll down to view your Payment Plan Details and click on the *Gear button* under the Action column next to the installment you are paying.
  - a. Click *Pay*.

Description	Due Date	Amount	Action
Installment 2 of 4	8/5/20	\$3,500.00	
Installment 3 of 4	9/7/20	\$3	

3. A summary of your installment payment amount and date will display.
    - a. Click *Continue*.
  4. Select the payment method (electronic check or credit card) click *Continue*.
    - a. Follow the prompts to enter your account info and process the payment.
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# FAQ:

## 1. What are the Monmouth University Payment Plan(s) offerings and what are their enrollment dates?

The University will offer a total of 4 different plans for the Fall 2020 term:

- Enroll between June 1, 2020 and July 14, 2020 in one of two plans:
  - a. Estimated 5 Installment Plan \*\*\*
  - b. Estimated 4 Installment Plan \*\*\*
- Enroll between July 15, 2020 and August 25, 2020 in a 3 Installment Term Balance Plan
- Payments are due the 5<sup>th</sup> of every month; if the 5<sup>th</sup> falls on a weekend, payment is due the following Monday.
- Enroll between August 27, 2020 and September 15, 2020 in a 2 Installment Term Balance Plan; Installment due dates for this plan are August 31<sup>st</sup> and October 5<sup>th</sup>.

**\*\*\*Important Note regarding Estimated Installment Plans:** All active Estimated Payment Plans on July 14<sup>th</sup> will automatically rollover to Term Balance plans. The due date of the remaining three installments of your plans will remain unchanged. However, the installment amounts will automatically adjust to reflect the outstanding balance on the student's account. No additional enrollment fee will be charged for this rollover.

## 2. How many payment plans can a student enroll in each term?

Students may enroll in a single plan per term.

## 3. Can I enroll in a plan before I have an account balance for the semester?

Yes, you can enroll in one of the estimated payment plans before you have an account balance for the semester.

## 4. What payment methods can I use when enrolling in my Monmouth University payment plan?

You can sign up for a payment plan and pay via ACH (direct debit from your bank account), credit or debit card. You can make a one-time payment as well using the same payment methods.

**5. What fees are charged for enrolling in a Monmouth University Payment Plan that I am eligible for?**

There is a \$45 Enrollment fee for enrolling in one of the Monmouth University Payment Plans that is required to be paid in full at the time of enrollment.

**6. Does Monmouth University charge a credit card service fee if I use my credit card to enroll in a payment plan?**

No, you will not be charged an additional fee if you use a credit card to make installment payments.

**7. Can I pay by cash if I signed up for a payment plan?**

Payments through any method will reduce your account balance. However, we strongly encourage you to remit payments through the online student account system. If you have a need to pay your installment in cash, please visit the Cashier's Office in Wilson Hall.

**8. Can I still enroll in a plan if I have Financial Aid? How does that affect my plan?**

When enrolling in an Estimated Balance plan, at the time of enrollment the payment plan is calculated using estimates of charges and financial aid credits that you enter into the system.

When enrolling in a Term Balance plan, at the time of enrollment the payment plan is calculated on the balance owed after all payments and/or financial aid credits are deducted from the amount due. Financial aid awarded after the initiation of the plan reduces all installments equally.

**9. When will my payment post to my student account?**

Your payments are posted immediately as soon as a payment is processed successfully.

**10. Why do I see an amount due for an installment I already paid?**

Installments reopen if their due dates have not passed and you have new charges on your student account.

The Term Balance plan is set up to pay your charges for a number of items, such as tuition, fees, and room and board, if applicable. Any time you have new charges for those items, your plan installment amounts will increase. Any time you have payments or other new credits toward those items, your installment amounts will decrease. Balances on your Monmouth University account recalculate overnight. If you do not see changes right away, check your account again in 24 hours. Monthly installment amounts will not adjust 10 days prior to a payment due date for changes to your account. Your new payment amount will take effect on the following month's installment payment.

Please note that the Monmouth University plan prevents you from making another payment on the same day to prevent overpayment or double payment.

An email notification is sent following each recalculation reflecting the new payment amount. You will also receive a reminder email that your monthly installment is due 3 days prior to the installment due date.

#### **11. Can my family or other authorized users have access to my Student Account?**

Students may setup authorized users to view their billing information and/or their student bill on his or her behalf. Please note that, in accordance with FERPA, this does not allow the authorized user to view the student's academic records, course schedule, or other personal information. Authorized users may view student account activity, make payments, and set up payment plans. Authorized user access and a FERPA waiver are two separate and distinct authorizations.

**Instructions** : Login to your Monmouth University account using the [MyMU](#) portal and select the link to the *Student Bill & Payment Center* which is located halfway down the page, click the 'Authorized User' link in the 'My Account' menu. Click 'Add Authorized User', enter the email address of the authorized user, and you will grant the user permission to view student account information. Click 'Continue' to finalize.

#### **12. How do my parents access my account in Monmouth University?**

Authorized users can access the system using the following link:  
[https://secure.touchnet.net/C21067\\_tsa/web/login.jsp](https://secure.touchnet.net/C21067_tsa/web/login.jsp)

#### **13. Can my parents both pay on one payment plan?**

The student may sign up for the plan themselves and then give access to each parent as an authorized user. Each parent will pay his or her personally agreed upon portion of the plan each month.

#### **14. What if I no longer want to attend classes after registration?**

After you withdraw formally from classes, please contact the Bursars Office at (732) 571-3454 to ensure that you are no longer enrolled and that you are removed from your payment plan. Please do not assume your registration and/or payment plan will be automatically dropped/cancelled for non-payment.

#### **15. Will I be charged a late fee if I am late on my monthly payment?**

At this time we are not assessing a fee for late payments to the payment plan. However, payment plans that are not in a current status, could result in a financial hold being placed on your student account.

#### **16. Can I make a larger payment one or more months if I have extra money to do so?**

Yes, if you make a payment larger than the installment amount due, you must use the 'Action' gear next to each installment and apply your payment to each respective installment due. This will ensure that your payment plan remains in a current status. If you use the 'Make Payment' button instead of the 'Action' gear, your payment will be spread out equally across your remaining installments, reducing those amounts.

**17. What will happen to my plan if it is delinquent when the final installment is due?**

If your payment plan is delinquent, you can make installment payments throughout the plan agreement to bring the plan to a current status. However, if your plan remains delinquent after the final installment due date, your plan will be cancelled. The unpaid balance on your account for the respective term will be due in full immediately.

**18. Who do I contact if I need my authorized user password reset?**

Please login to the Student Bill & Payment Center and delete the existing user credentials. Then, add back the authorized user's credentials. For security purposes, the system will send two separate emails to the authorized user. One email will contain the authorized user's username and one email will contain their temporary password.

**19. If I enrolled into a payment plan using my authorized user credentials, what will happen to my plan if my credentials are deleted from the student account?**

If your authorized user credentials are deleted your payment plan will automatically be cancelled. You will be able to review details of your plan under plan history. Once your authorized user credentials are added back, you will need to reenroll into a payment plan. You will not be charged the \$45 contract fee when enrolling the second time.

**20. Can I pay off my account balance in full after enrolling in a payment plan?**

Yes, on the My Account tab, click *Make a Payment*. Click the checkbox beside the term for which you are paying; enter the payment amount and click *Continue*. Follow the prompts to enter your account information and process the payment. Once you have paid off the account balance for the term in full, your payment plan will be cancelled.