

Monmouth University

Payment Plans PLUS

How To & FAQ

WELCOME TO YOUR MONMOUTH UNIVERSITY PAYMENT PLANS!

Monmouth University payment plans makes it easy to plan, budget and pay tuition payments on-time, interest free and without any surprises. Students and authorized users can enroll in an available plan and make payments via direct debit from your bank account or by using Visa, MasterCard, Discover or American Express. (Effective March 22, 2022, a nonrefundable service fee will be assessed to all credit card payments remitted towards tuition, fees, room & board, and other charges posted onto students' accounts. The service fee is 2.85% of the payment remitted or \$3.00. Please note that this service fee is NOT collected by Monmouth University.)

Your Payment Plan Options:

Beginning March 28, 2022, you can enroll in an Estimated Payment Plan using an 'estimate' or 'projection' of what your balance will be for the Summer 2022 term.

Beginning May 5, 2022, you can enroll in an Estimated Payment Plan using an 'estimate' or 'projection' of what your balance will be for the Fall 2022 term.

Payments can be made from your bank account (electronic transfer/ACH) or using a credit or debit card (see FAQ's page item 6 regarding service fee for credit debit cards). All payment plans have a \$45.00 enrollment fee that is required to be paid at the time of enrollment.

Monmouth University Payment Plan Details:

1. Enroll between March 28, 2022 thru May 27, 2022 for Summer 2022.
2. Enroll beginning May 5, 2022 and of 3 payment plans 22/Fall:
 - a. Estimated 6 Installment Plan *** enrollment begins May 5, 2022
 - b. Estimated 5 Installment Plan *** enrollment begins June 5, 2022
 - c. Estimated 4 Installment Plan*** enrollment begins July 5, 2022

*****Important Note regarding Estimated Installment Plans:** *All active Estimated Payment Plans on November 10th 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.*

How to sign up for Payment Plans – Students

1. Make sure to **use Firefox as your browser**
2. Login to your Monmouth University account using the [MyMU](#) portal and select the link to the *Student Account Center* which is located halfway down the page. Once you are in the Student Account Center click on the *Payment Plans* tab.
3. From your Payment Plans section you will be able to enroll in any available Payment Plan for which you are eligible for that semester. Please find step-by-step instructions below.

How to sign up for Payment Plans - Parent or Authorized Users

Students must grant parents or other payers access by setting them up as an Authorized User following the steps below. Authorized users may view student account activity, make payments, and set up payment plans.

1. Using **Firefox as your browser**
2. Login to your Monmouth University account using the [MyMU](#) portal and select the link to the *Student Account Center* which is located halfway down the page.
3. Click the Authorized Users link in the *My Account* menu.
4. Click **Add Authorized User** near the bottom of the window.
 - Enter the email address of your authorized user.
 - An automated email including a link, username and temporary password will be sent. Your authorized user will use this information to log in and set up his/her profile.
 - After set up, all authorized users making tuition payments on your behalf will access the system directly through the dedicated Authorized User access.
(Authorized User access link-
https://secure.touchnet.net/C21067_tsa/web/login.jsp)

***Please be aware that parents or authorized users will not have access to invoices or payment options until they are added to your account. Authorized users will not be able to view any other student information from this access.*

Separate Authorized Users

If a student has two parents who would each like to pay separately on a plan, the **student** must sign up for the plan initially and then give access to each parent as an authorized user. Each parent will pay his or her agreed upon portion of the plan each month.

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. Using **Firefox as your browser**
2. Login to your Monmouth University account using the [MyMU](#) portal and select the link to the *Student Account 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. When enrolling in an “Estimated Plan” you will need to enter the estimated/projected amounts. You can obtain this information on your financial aid award letter and tuition and fees at:
<https://www.monmouth.edu/tuition/undergraduate/> or
<https://www.monmouth.edu/tuition/graduate>

Financial Aid - Budget this amount:		\$ 0.00
Room & Board (Budget this amount, if applicable):	\$ 0.00	
Tuition & Fees - Budget this amount:	\$ 0.00	

- c. When enrolling in a “Term Balance Plan” 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 (a 2.85% service fee will be applied (minimum fee of \$3.00))
 - 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 Account 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*.

Payment Plans			
DEMO: Estimated Payment Plan			
Description	Due Date	Amount	Action
Installment 2 of 4			

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.

Payment Plans Support number: 833-269-3675

Students and their authorized users can call this dedicated phone line for further assistance during payment plan enrollment, management, as well as for any support needed throughout the semester.

FAQ:

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

The University will offer one payment plan for Summer 2022

- Enroll starting March 28, 2022 for an 'estimated' summer payment plan for 3 installments

The University will offer a total of 4 different plans for the Fall 2022 term:

- Enroll between March 28, 2022 and November 9th in one of three plans:
 - a. Estimated 6 Installment Plan *** Enrollment begins May 5, 2022
 - b. Estimated 5 Installment Plan *** Enrollment begins June 5, 2022
 - c. Estimated 4 Installment Plan *** Enrollment begins July 5, 2022

*****Important Note regarding Estimated Installment Plans:** All active Estimated Payment Plans on November 10th 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?

Effective March 22, 2022, a nonrefundable service fee will be assessed to all credit card payments remitted towards tuition, fees, room & board, and other charges posted onto students' accounts. The service fee will be 2.85% of the payment remitted or a minimum of \$3.00. Please note that this service fee is NOT collected by Monmouth University.

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 and make sure to tell the Cashier that you are making a payment plan payment.

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 Account 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

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) 571-5544 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. Who do I call with Monmouth University payment plan questions?

You may call TouchNet Customer Support Center at (833) 269-3675. Our dedicated Tuition Payment Plan support representatives will be able to answer questions related to your account balance, plan details, installment payment status, and plan agreement.

16. 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.

17. 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, the excess amount of that payment will be spread out equally across your remaining installments, reducing those amounts.

18. 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.

19. Who do I contact if I need my authorize user password reset?

Please contact the general TouchNet Customer Care number at 1-833-269-3675

20. 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. IF you are able to choose the same payment plan installments, you will not be charged the \$45 contract fee when enrolling the second time. However, if that plan is no longer available and you must choose a different plan, a new \$45.00 fee is charged by the TouchNet Service, this is not a University charge.