

Bill+Payment Suite Payment Plans

Frequently Asked Question

Why isn't my current balance the same as my plan balance?

The school did not include all charges in the payment plan. Your current balance includes both the charges on your plan and the charges due outside your plan.

If I scheduled a payment outside the plan and my financial aid pays my balance, will the scheduled payment automatically be cancelled?

No. If you schedule a payment outside of the plan, you must cancel the scheduled payment. However, if you schedule a plan installment and financial aid pays your balance, your plan installment will be considered paid.

I paid off an installment (or my plan), and now I see an amount due for it. Why?

The way that your school has set up the plan, installments reopen if their due dates have not passed and you have new charges.

I set up a plan and viewed my installments. Now the installment amounts have changed. Why?

The plan is set up to pay your charges for a number of items, such as tuition and housing. Any time you have new charges for those items, your plan installment amounts will go up. Any time you have payments or other credits toward those items outside the payment plan, your installment amounts will go down.

Must I wait until my installment is due to pay it? Or can I pay smaller amounts when I get my paycheck each week?

You can make payments of any size toward your next installment at any time.

My installment is due today, but I get a message that I can't pay it because it is already scheduled. What should I do?

You do not need to do anything. When you enrolled in the plan, you set up payments to be processed automatically. One of those payments is being processed today. Your school prevents you from making another payment on the same day to prevent overpayment or double payment.

Do I have to pay my plan online? I normally pay by cash.

Unless your plan uses estimated amounts, you can choose how you want to make your payments. Any payment you make to the school toward an item on your plan (tuition, housing, etc.) will go toward your next plan installment.

If your plan pays amounts that you estimated and entered when you enrolled, then you must make plan payments online.

How does my financial aid pay toward my plan?

It depends on how your school has set up the plan. They may have set it up so that financial aid reduces all installments equally, or they may have set it up so that it pays off one installment after another.

Why do I see the message, "You do not have enough eligible charges," when I try to enroll?

This message typically indicates you do not have enough charges to qualify for the plan. You may not have any charges for the term that the plan is set up for. Or the school may have set a minimum amount due requirement for enrollment in the plan.

This message can also indicate that the connection to the student system is not available. (If this is the case, you will also not see current activity in the student interface.)

Why can't I schedule a credit card payment in advance?

If your school does not allow you to save payment methods, you will not be able to schedule a payment in advance. This limitation also applies to schools that have licensed TouchNet PayPath. For these schools, users who want to pay by credit card must complete the installment payment through PayPath. They cannot schedule it to occur at a later date. Users can, however, schedule payments in advance using ACH payment methods.

Why can't I pay toward the plan that shows up on my account?

Students cannot make payments toward an authorized user's plan. If your authorized user enrolled in the plan, you can see it, but the authorized user must make the payments.