

**IUPUI Office of Student Account Services (OSAS) Announcement (June 1, 2009)**

This is a service notice issued on behalf of the IUPUI Office of Student Account Services, which includes the Office of the Bursar, Systems Analysis and Integration Team and Delinquent Account Services. We are providing this information to enhance our customer service at IUPUI.

**NEW SERVICE ANNOUNCEMENT**

As of the Fall 2009, IUPUI will be offering a Student Account Pay-4 Plan for the Fall and Spring terms and a Pay-3 Plan for the Summer term. A \$15 service charge will be assessed each month a payment plan is active.

Students who register prior to the first billing of a semester may qualify for our "Pay-4 Plan". The minimum payment amount will include 100% of any prior term or past due charges, 100% of any optional selections (JagTag, Rec Fee, etc.) and approximately 25% of any currently unpaid credit hour, course related and mandatory fees and current term housing charges. The minimum payment will be calculated and clearly indicated on the first bill of each term. A service charge of \$15.00 will be added to the student's next bill. Denial of the payment plan option may occur if payments are received after the payment due date (the third Thursday of the month in which the bill is sent).

The second payment will be due as billed, on the second statement of each term. The balance on the account could then be paid in full or may be paid in three additional payments. Again, the minimum payment will be listed on the statement, and a \$15.00 service charge will be added to the student's next bill.

The third payment will be due as billed, on the third statement of a term. The third payment may be paid in full or may be paid in two additional payments. Again, the minimum payment will be listed on the statement, and a \$15.00 service charge will be added to you next bill.

The fourth payment will be due as billed, on the fourth statement of the term.

A payment received that is equal or greater than the required minimum payment, and less than the total amount due, will be processed as a payment on the payment plan. In this case, the service charge will be applied to the account.

Financial aid credits, fee remissions, sponsor authorizations, etc., are already taken into consideration when determining the minimum payments.

Question/Answer

Q: What if a student doesn't pay at least the minimum due, what happens?

A: For every month a past due balance is carried on a student's account, they will be charged a late payment fee of \$25.00. In addition to receiving late fees, the student will be unable to register for future terms or receive academic transcripts. Denial of the payment plan option may occur if payments are received after the payment due date (the third Thursday of the month in which the bill is sent).

Q: How will I receive my bill?

A: Bills are electronic and available via students' OneStart account.

Q: How will a student know if they are eligible for a payment plan?

A: If eligible, it will be clearly indicated at the top of the bill.

Statement Date:	12/02/2008	Due Date:	12/16/2008
Invoice ID:	IN BILL# XXX1354963	Previous Balance:	0.00
University ID:		Minimum Due:	781.84
Name:		Total Due:	1,892.11

There will also be a message on the bill reading:

Paying at least the minimum payment amount due as indicated will enroll you in a payment plan program. There will be a non-refundable service charge assessed on your next bill.

Q: If the student has financial aid, does that count as part of my down payment for the payment plan?

A: Financial aid credits, fee remissions, sponsor authorizations, etc., are already taken into consideration when determining your minimum payments.

Q: What charges are considered when calculating the payment plan?

A: The minimum payment due will include:

- 100% of any prior term or past due charges
- 100% of any optional selections (JagTag, Rec Fee, etc.)
- Appropriate\* percentage on currently unpaid credit hour, course related and mandatory fees.

\*based on which payment being made; i.e., the 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup>, or 4<sup>th</sup>

Q: How do I sign up for the payment plan?

A: If you are eligible the minimum payment will be calculated and clearly indicated on the first bill of each term. If you pay this minimum you will automatically be recorded as a participant with the payment plan. A service charge of \$15.00 will be included in the minimum payment. Denial of the payment plan option may occur if payments are received after the payment due date (the third Tuesday of the month in which the bill is sent).



# OFFICE OF STUDENT ACCOUNT SERVICES

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## **Example for the Fall 2009 term:**

Due Date: 8/18/09

Percent Due: 25% of current charges, 100% of previously billed charges & 100% of optional fees

Service Charge: \$15

Due Date: 9/15/09

Percent Due: approx. 33% of remaining charges and any new charges and 100% of new optional fees

Service Charge: \$15

Due Date: 10/20/09

Percent Due: approx. 50% of remaining charges and any new charges and 100% of new optional fees

Service Charge: \$15

Due Date: 11/17/09

Percent Due: Balance as shown on the bill

Service Charge: \$0

NOTE: Denial of the payment plan option may occur if subsequent payments are received after the payment due date (the third Thursday of the month in which the bill is sent).