

How To- Set up a Past Due Balance payment plan and schedule payments

The below information only pertains to students who have past due balances and not current semester balances.

Students are responsible for paying the balance by the due date. Any amount owed to the University including, but not limited to, tuition, fees, room, board, and loans, is considered a receivable to the University. A receivable becomes past due if payment is not received by the payment due date. When a receivable becomes past due a **financial hold** is placed that may prevent students from registering for future terms, viewing grades, accessing official transcripts and/or receiving their diploma until the balance is paid in full. Salem State University offers students the option of setting up a monthly, interest-free past due balance payment plan.

Past Due Balance Payment Plan options below:

- Balances of \$5,000 or less will be enrolled in a 5-month plan
- Balances of \$5,001 or greater will be enrolled in a 10-month plan

Salem State University's past due balance payment plan has a \$40 enrollment fee. Students with past due balance payment plans **must** set up automatic payments.

To request a past due balance payment plan, please contact

collections@salemstate.edu. The Collections Department will send the student an agreement to sign through Adobe Sign. Once signed, an SSU administrator will enroll you manually into the plan. Three business days after having signed the agreement, please log into Navigator to review your plan.

Note: A payment plan is not officially active until the \$40 enrollment fee and 1st installment is made, AND all remaining payments are scheduled. Failure to complete ALL required steps, will result in collection activities resuming, and no additional payment plan will be offered. The balance then becomes due in full immediately.

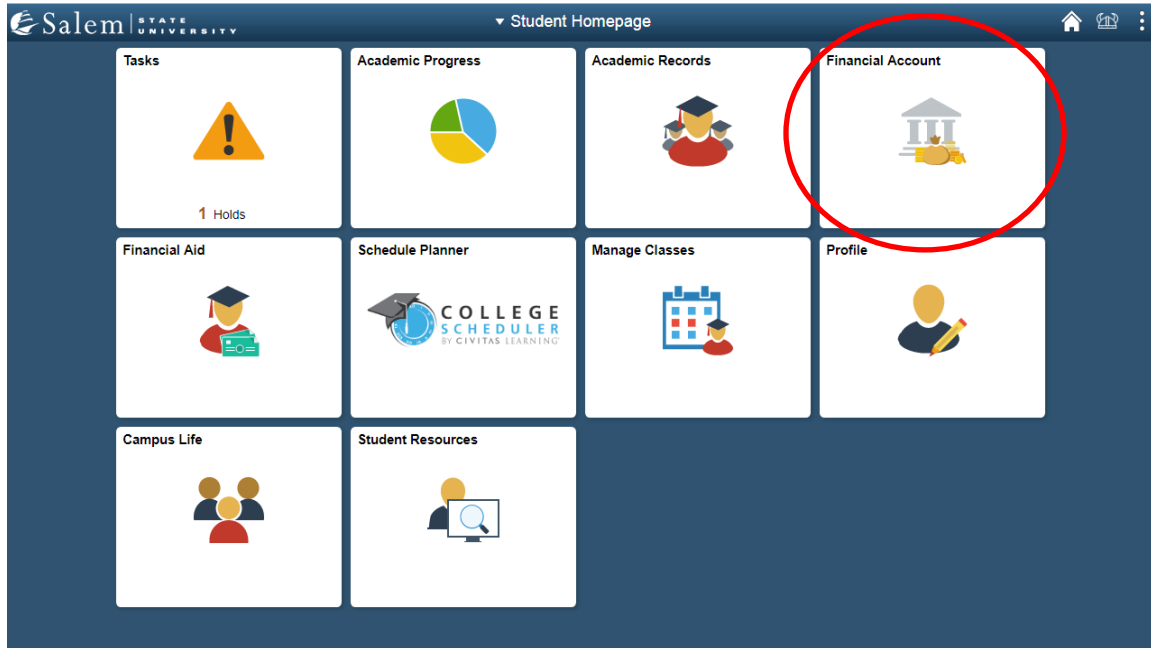
Caution: One missed payment will result in termination of the plan and no future plans will be offered.

Follow the steps below to make a payment on your past due balance payment plan.

1. Log into Navigator.

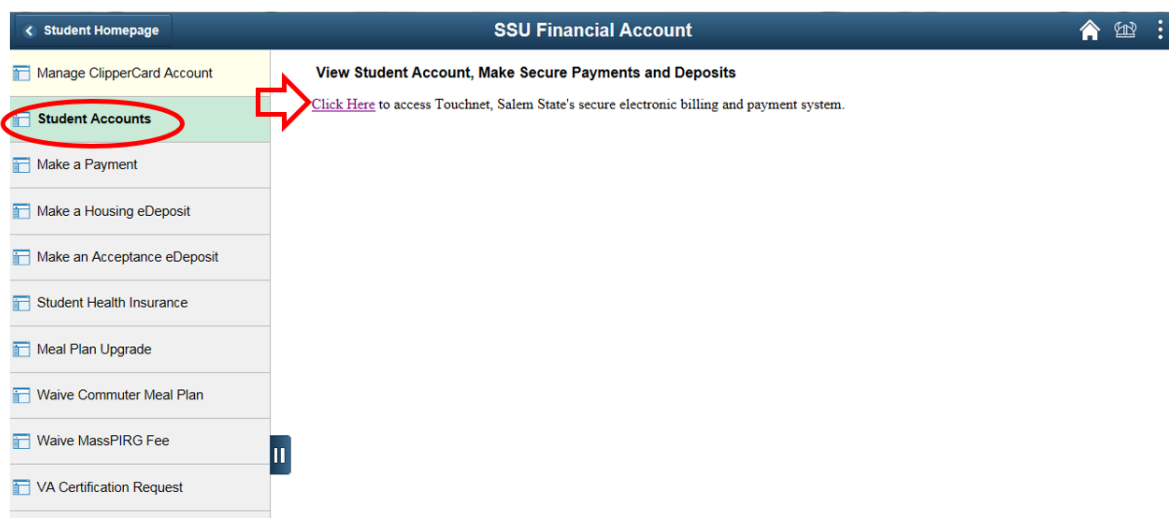


2. Once at the Student Homepage, click on “Financial Account”.

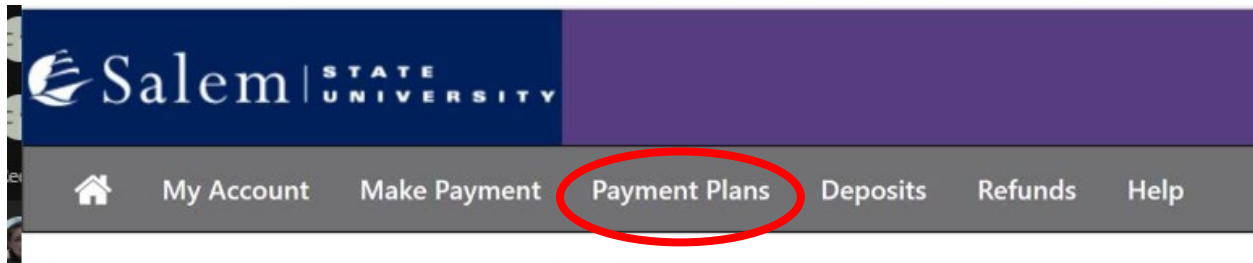


3. On the menu bar, click on “ Student Accounts”. Then follow the “Click Here” link to access TouchNet.

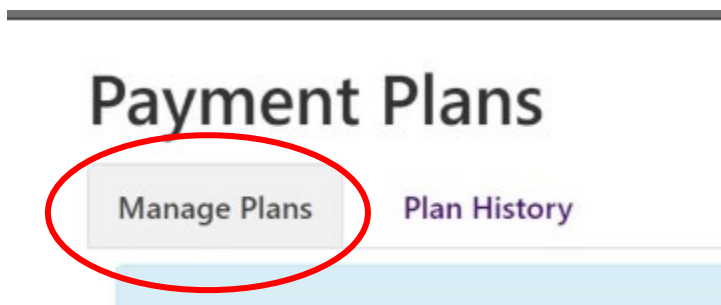
Note: Please make sure that pop-up windows are enabled.



4. In the menu-bar at the top of the page, click on "Payment Plans".



5. The page will default to the "Manage Plans" tab located under the heading "Payment Plans". Here, you are able to make individual payments or schedule payments.



6. To pay and schedule a payment, click on the gear button to schedule each one, or press the Schedule All Installments if you wish to use the same method for all installments.

TIP: Scheduling one installment does not mean all are scheduled. Make sure to use the Schedule All Installments button to make sure all are scheduled.

Installment	Due Date	Status	Payer	Payment Date	Method	Amount Due	Action
Past Due 5 Month -- Installment 1 of 5	7/26/24	Unpaid				\$635.52	
Past Due 5 Month -- Installment 2 of 5	8/26/24	Unpaid				\$635.52	
Past Due 5 Month -- Installment 3 of 5	9/26/24	Unpaid				\$635.52	
Past Due 5 Month -- Installment 4 of 5	10/26/24	Unpaid				\$635.52	
Past Due 5 Month -- Installment 5 of 5	11/26/24	Unpaid				\$635.52	

[Schedule All Installments](#) [Pg 1 Next Installment](#)

7. Every installment must be paid in full. Partial payment will result in termination of the plan. When scheduling a payment, please make sure that you have already set up your payment profile from My Profile.

NOTE: We accept all major credit cards. A 2.95% non-refundable service fee (\$3 minimum fee) for domestic credit cards and 4.25% non-refundable service fee for international credit cards, will be assessed by our credit/debit card processor for credit/debit card payments.

8. You can now pay your payment plan in full if you wish. Click on the Pay Off Plan button. This will complete your payment plan and bring your balance to 0.00.

Payment Plans	
Summer 2024	\$450.80 Pay Off Plan Pay Next Installment