FAQs Recurring Installment Payments

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- I signed up for an installment plan, but I am not sure if I selected ‘Yes’ for the recurring automatic payment, how can I confirm this?
- How do I confirm whether my recurring payment was successful or declined?
- What happens if my automatic recurring payment is declined?

What are recurring installment payments?
- When you sign-up for an Installment payment agreement, select your credit/debit card to be automatically charged on your installment plan due dates.

What are the Advantages of recurring payments?
- Avoid Late Fees from late payments
- No longer have to track the due dates
- Automation saves you the time of multiple payments

How do I enroll my credit/debit card for recurring installment payments?
1) Enroll for an installment payment agreement plan online via My Tri-C Space
2) Make your initial debit/credit card payment* (Visa, MasterCard, Discover, American Express)
   *this will be the same credit/debit card that will be charged for future payments
3) Select ‘Yes’ from the dropdown arrow while entering your initial credit/debit card payment information: If you are enrolling in an installment plan and would like to sign up for recurring payments choose YES from the dropdown below. Your credit/debit card account that you enter in the system will then automatically be charged the amount due on each installment payment due date.

For how long will you charge my credit/debit card?
- One term—your Automatic Recurring Installment Plan is only good for the term you enrolled.
  - You have the option to enroll in the recurring payment option for each term you sign-up for a new installment plan online.
  - The automatic recurring payment portion of the installment plan will be cancelled if any payment cannot be processed (insufficient funds, cancelled or expired card, account holds etc…). You will then be required to make each remaining installment payment on your own.
Can I add the recurring payment option in-person and/or after I enrolled?
- Not at this time.
  - The automatic recurring payment option is only available online when you make your initial down-payment, after selecting your plan.
  - You cannot sign-up for recurring payments after you make your initial payment, even if the option is viewable on the payment screen during subsequent payments.

How do I cancel the automatic recurring payment portion of my Installment plan?
- To cancel your card and make payments on your own, email ebill@tri-c.edu from your official Tri-C email account and include the following information:
  - Tri-C ID (S#)
  - Full Name
  - A statement requesting to cancel Recurring Installment Payments

What happens if I add/drop a class after enrolling for a recurring installment plan?
- If you did not pay for the newly added class:
  - Your new tuition amount will be divided by the number of your enrolled installment plan.
    - For example, if you add a credit class totaling $100, and you are enrolled in a 5-payment plan (counting your down-payment), the $100 will be divided by 5, with a $20 balance added to each due date. If the due date(s) have already passed the additional amount(s) will be added and charged at the time of your next due date payment.
  - If you drop a class and tuition charges are reversed, the credit from the removed tuition charge will pay toward your installment plan (in order of earliest due date amount to last). If you have any remaining credits, you will be refunded via check or direct deposit.

If I pay the amount due prior to the due date, will my credit/debit card still be charged?
- No, your credit debit card will only be charged the remaining balance for each due date. If you only pay a portion of the amount due prior to the due date, only the remaining balance will be charged.
- If you pay your total term balance for your installment plan, your credit/debit card will not be charged for any future due dates.

Will my recurring installment plan pay for charges other than credit tuition and related fees?
- No, your installment plan will only include credit tuition charges and the related registration fees. You will have to pay separately for any additional charges (noncredit classes, parking, insurance etc...)

I signed up for an installment plan, but I am not sure if I selected ‘Yes’ for the recurring automatic payment, how can I confirm this?
- You will receive an ebill within one week prior to each installment plan due date. If you signed-up for automatic recurring payment option, this will be explicitly stated in the message body of the ebill.
- You may also contact the enrollment center in person or call the business office 1-800-954-8742 option ‘3’.

How do I confirm whether my recurring payment was successful or declined?
- You will receive an email to your college issued email account in My Tri-C Space (my.tri-c.edu) which will state whether your payment was Successful or Declined.
- You can verify the payment and review your account information by logging onto the My Tri-C Space> 'My Info' tab> ‘Online Enrollment Center’> ‘Account History, Authorized Aid & Installment Plans’
  - Installment Payments will be displayed as 'BBBW Installment Plan', followed by the date and amount in the payment column
  - For Installment plan detail, scroll down to the bottom of the page. Current amount due is a real time up-to-date amount due
**What happens if my automatic recurring payment is declined?**

- You will receive an email to your college issued email account in My Tri-C Space (my.tri-c.edu) which will state that your payment was Declined.
  - If it was Declined, you will need to make your current installment plan payment either online at My Tri-C Space or in person at any of the Tri-C campuses. A $15 late fee will be assessed for each late payment.
  - Your Automatic Recurring Installment Plan Payments will be cancelled; requiring you to make all future payments as agreed upon by each installment plan due date, or you will be charged a $15 late fee.