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Introduction

This document describes how to enroll for a payment plan and manage a payment plan.

# Enroll in a Plan

## Home

The following is the Home page of the Payment Plan website.

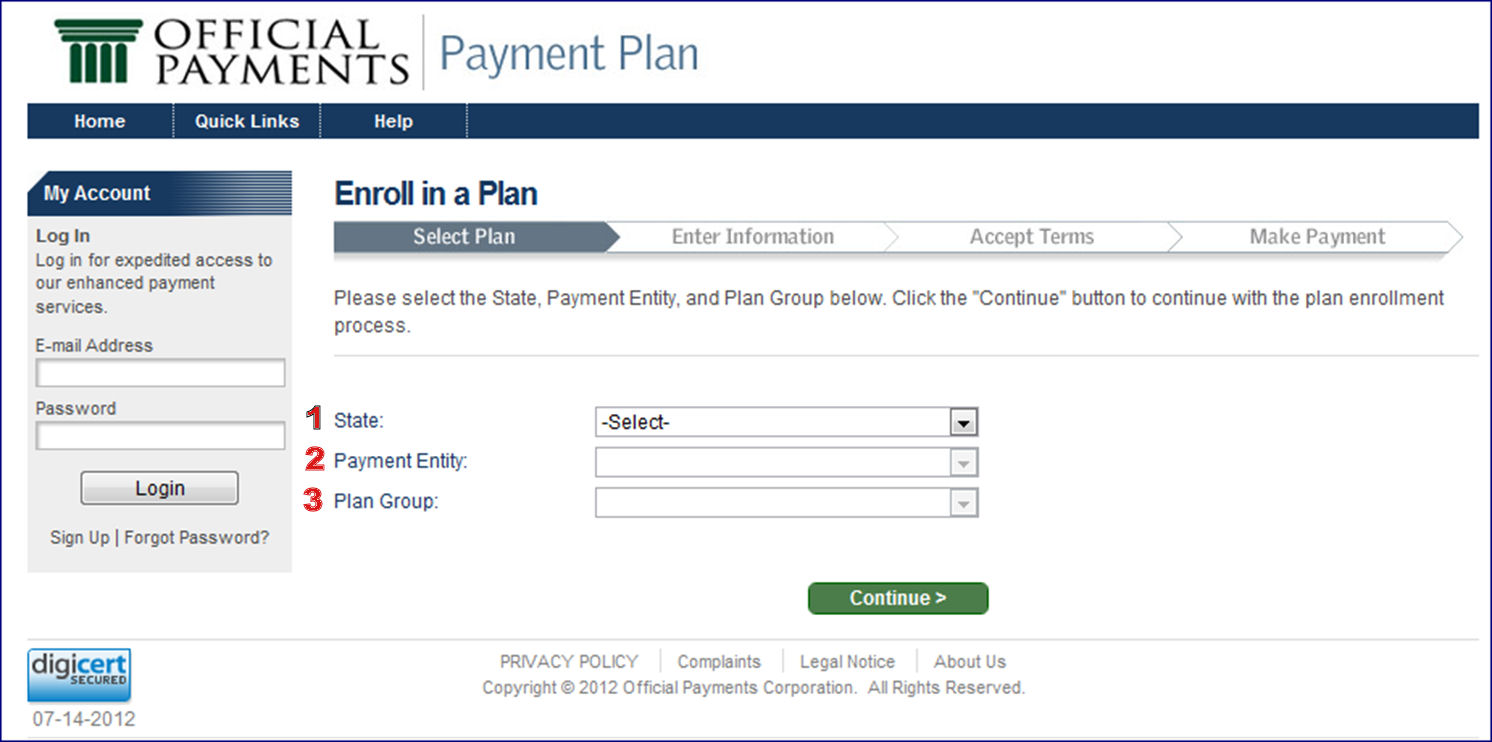


On this page, the user can:

* Click the **Enroll in a Plan** link or the **Click here** link in the paragraph below to begin enrolling in a plan.
* Click the **How it Works** link or the **Click here** link in the paragraph below to view how to enroll in a payment plan.

# Select a Plan

## Selecting an Entity



On the **Select Entity** page:

1. Select the:
   * State - **FLORIDA**

**Note**: You will not be able to select a **Payment Entity** or **Plan Group** until a State is selected.

* + Payment Entity – **Saint Leo University**
  + Plan Group – **Tuition and Fees**

**Note**: You will not be able to select a **Plan Group** until a **Payment Entity** is selected.

1. Click the **Continue** button to continue with the plan enrollment process.
2. You will be directed to the **Select Plan** page.

## 

## Selecting a Plan

On the **Select Plan** page:

1. Enter your **7-digit student ID number**.
2. Click the **Search** button.



1. Your information should be filled in automatically.
   * 1. Note: There is a delay in the payment plan system and your registration. Please allow up to 48 business after registration to allow time for your payment plan options to be set up.
2. The **Plan List** will display the plans that meet your eligibility.
3. Select a plan.

**Note**: You are able to view/hide the details of the listed plans by expanding/collapsing each listed plan by using its **View Details**/**Hide Details** link.

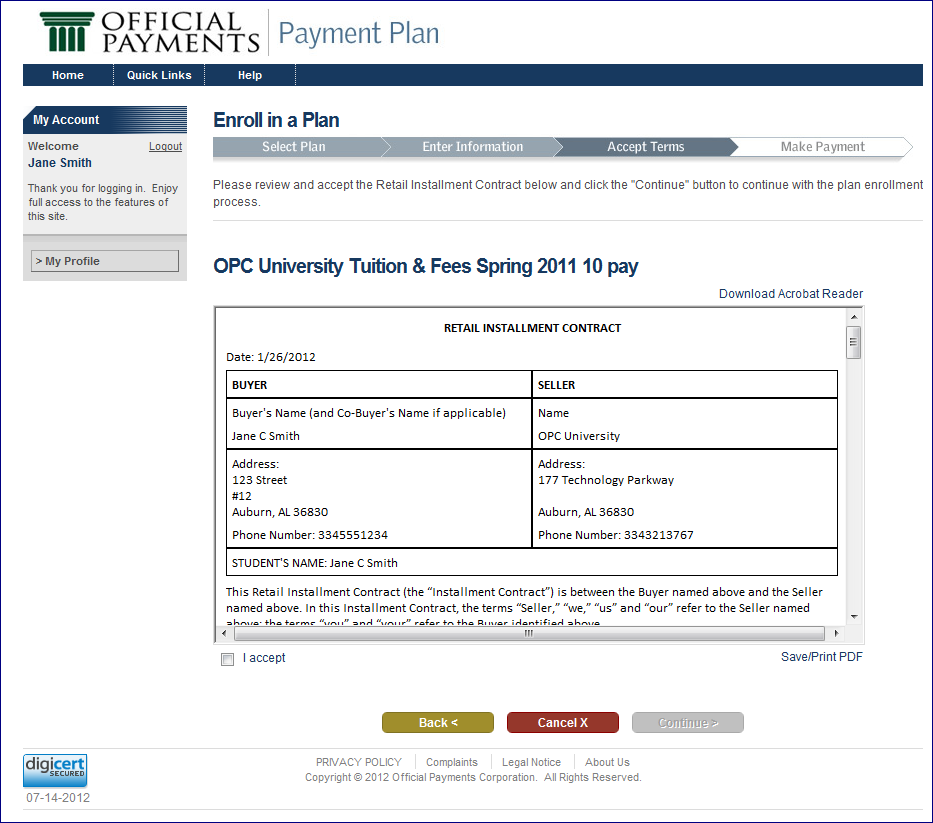
1. Click the **Continue** button to continue to the **Amount** page.

**Note**: If you need to return to the **Select Entity** page, click the **Back** button.

# Accept Terms

## Plan Acceptance

On the **Plan Acceptance** page, you are presented with your plan details and the **Retail Installment Contract** and **Truth in Lending Disclosure**, which you must electronically sign to continue the plan enrollment.



On the **Plan Acceptance** page, you must:

1. Review the **Retail Installment Contract** and **Truth in Lending Disclosure**.

**Note**: You can click the Save/Print PDF link to open the contract in PDF format. You can then print or save it.

1. Accept the **Retail Installment Contract** and **Truth in Lending Disclosure** by selecting the **I accept** check box at the bottom of the contract.
2. Click the **Continue** button to continue with the plan enrollment.

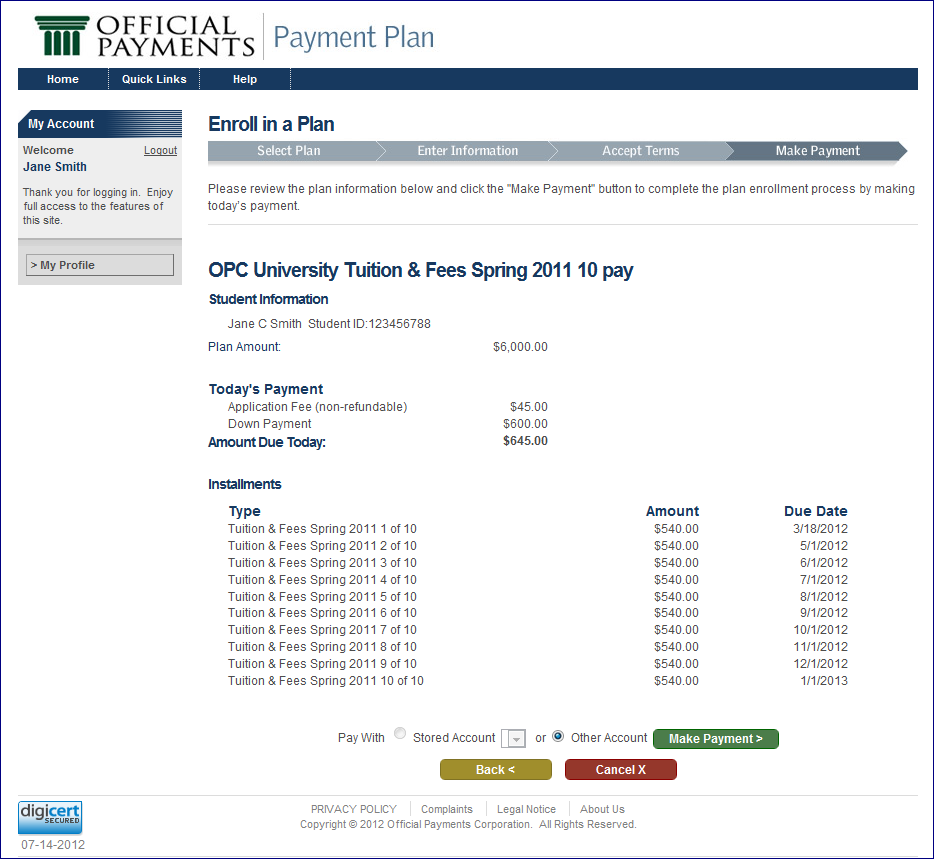
|  |  |
| --- | --- |
| **If…** | **Then…** |
| You previously selected that you would like to schedule automatic payments | You are directed to the Schedule Payment page. (See Chapter 8) |
| You DID NOT previously select that you would like to schedule automatic payments | You are directed to the Make Payment page. |

**Note**: Click the **Back** button to return to the **Amount** page.

**Note**: If you wish to cancel the plan enrollment, click the **Cancel** button. You will be redirected to the **Select Entity** page.

# Make Payment

## Make Payment



On the **Make Payment** page:

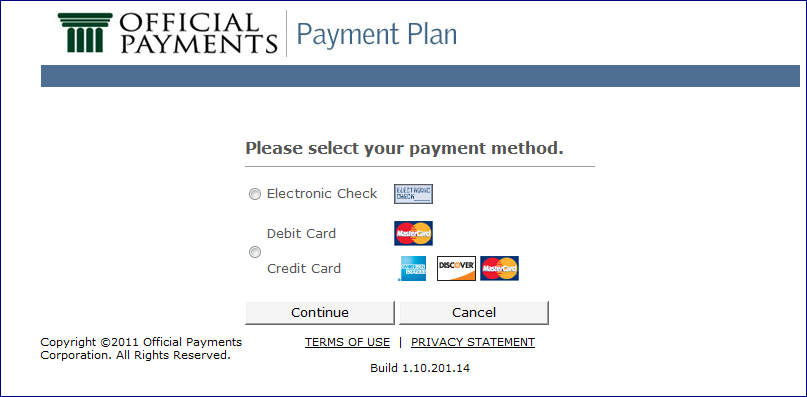
1. Review the plan information. This includes:
   * Plan description
   * User information
   * Today’s amount due and future installments information
2. Select whether you wish to pay with a **Stored Account** or another account (**Other Account**).
3. Click the **Make Payment** button to complete the plan enrollment and payment process.

**Note**: Your plan status will be set to Pending, and you will be directed to the payment application to pay for the item(s) in **Today’s Payment**.

**Note**: Click the **Back** button to return to the **Plan Acceptance** page.

**Note**: If you wish to cancel the plan enrollment, click the **Cancel** button. You will be redirected to the **Select Entity** page.

## Select Payment Method

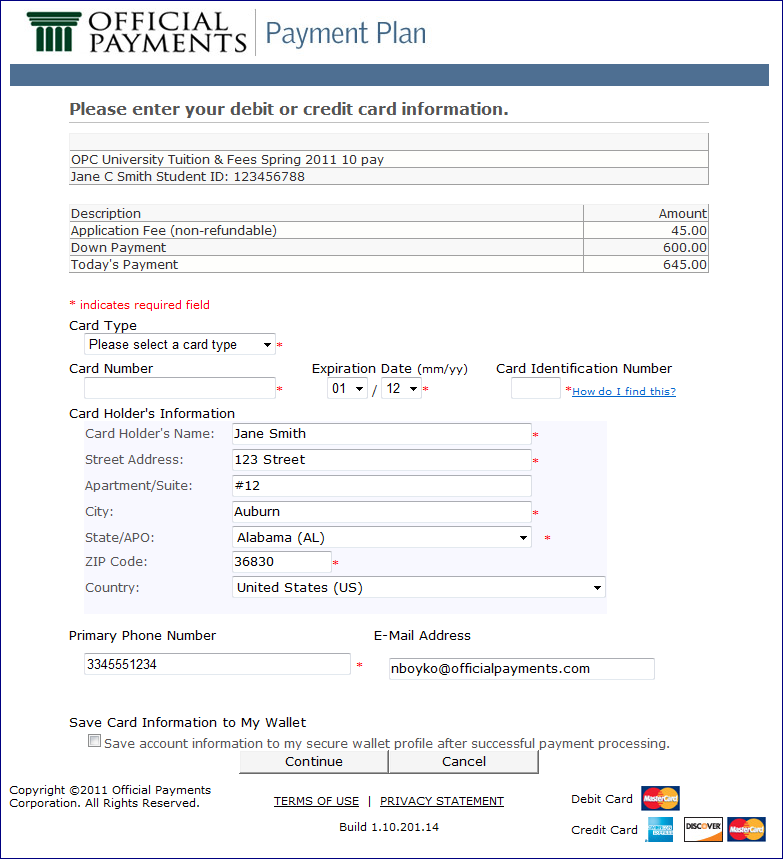


On the **Select Payment Method** page:

1. Select **Electronic Check** or **Debit Card**/**Credit Card**.
2. Click the **Continue** button.

## Enter Payment Information

You can access the **Payment** page from either the enrollment process or the **My Plans** page.



On the **Enter Payment Information** page:

1. Enter the following information:
   * Card Type
   * Card Number
   * Expiration Date
   * Card Identification Number

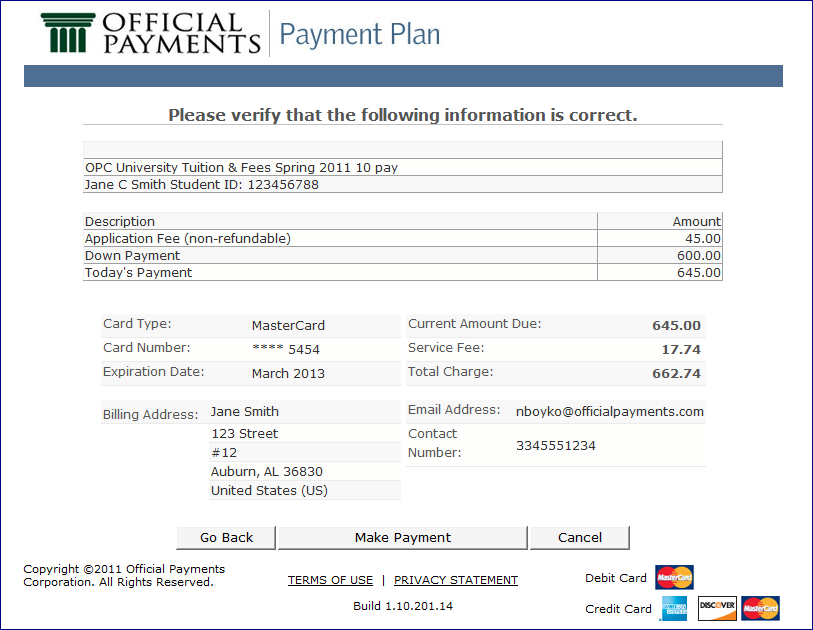
**Note**: The Card Holder’s Name, Address, Phone Number, and E-Mail Address are populated from the **My Account** profile.

1. Click the **Save Card Information to My Wallet** checkbox if you wish to save this information to your E-Wallet.
2. Click the **Continue** button.

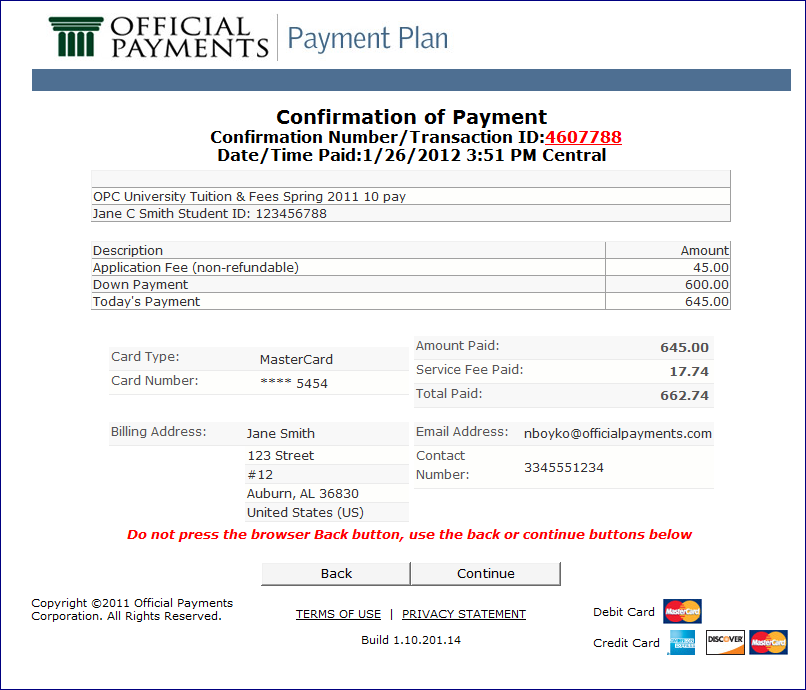
Verify Payment Information

On the **Verify Payment Information** page:

1. Verify the items and amounts to be included in the payment.
2. Click the **Make Payment** button.



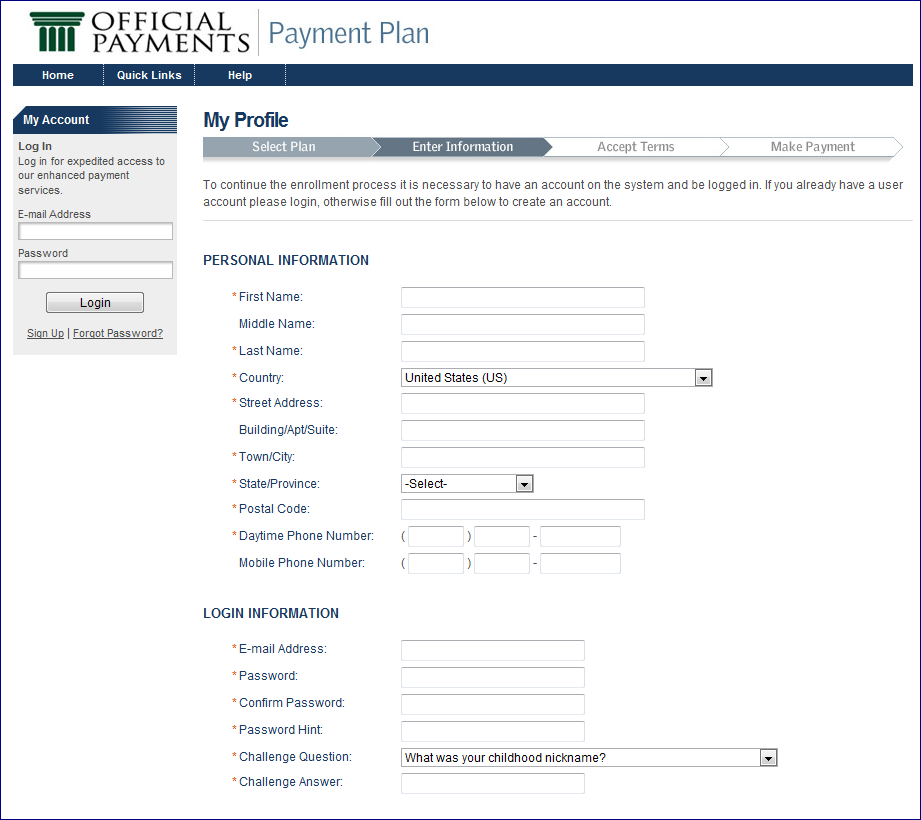
1. Review the **Confirmation of Payment**.

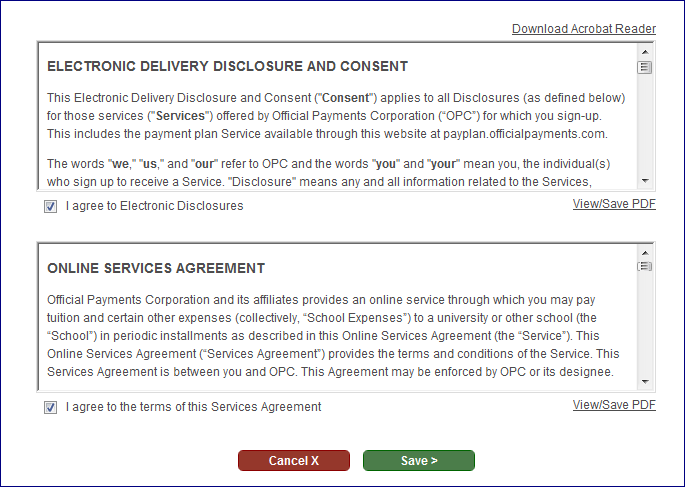


1. Click the **Continue** button.
2. You will return to the **Home** page, where you will have access to manage your plans and account.

# Sign Up for My Account

Before you are able to finalize your plan enrollment, you must sign up for **My Account**. Click the **Sign Up** link on the **My Account** panel at any time.





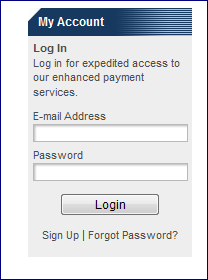
Use the following steps to complete the **Sign Up** page:

1. Enter the:
   * E-mail Address
   * Password
   * Password Hint
   * Challenge Question
   * Challenge Answer
   * Name
   * Address
   * Phone
2. Read and sign the **Electronic Delivery Disclosure and Consent** by clicking the **I Agree to Electronic Disclosures** checkbox.
3. Read and sign the **Online Services Agreement** by clicking the **I Agree to the Terms of this Services Agreement** checkbox.
4. Click the **Save** button.

**Note**: Your account will be authenticated. The **My Account** panel and buttons will display. You will be sent a Welcome e-mail acknowledging your new My Account.

## Logging in to My Account

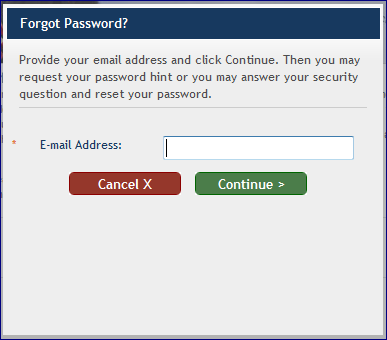
If you have **My Account**, use the following steps to log in to your account:



1. Enter your **E-mail Address**.
2. Enter your **Password**.
3. Click the **Login** button.

## Forgotten Password

If you forget your password, you will be able to receive a password hint or have it reset to a temporary password after answering a challenge question.



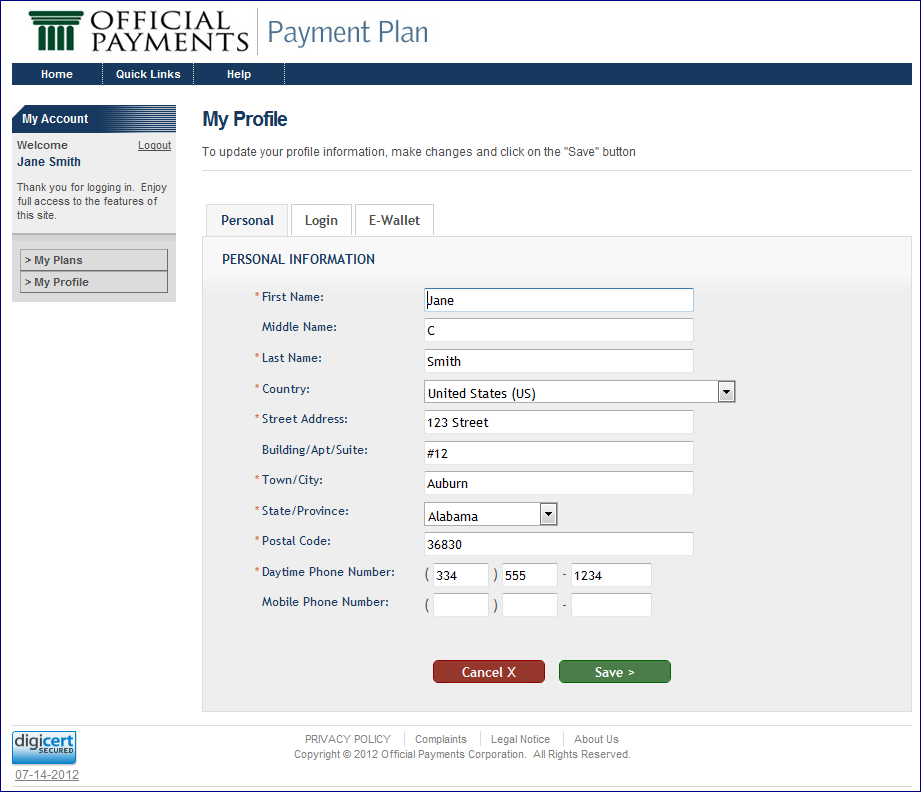
1. Click the **Forgot Password** link on the **My Account** panel.
2. Enter your **E-mail Address**.
3. Click the **Continue** button.

**Note**: Clicking the **Cancel** button will discontinue this process.

1. If your e-mail address is found, you will see the **Email my password hint** and **Reset my password** radio buttons.
2. Select **Email my password hint** and click the **Continue** button to see a hint about your password. You can then try to log in to **My Account**.
3. Select **Reset my password** and answer the challenge question before clicking the **Continue** button to get a new, temporary, password via e-mail. On your next successful login, you will be prompted to create a new password.

# Managing Your Account

## Viewing and Updating My Profile



### Updating Login Info

After logging in to the website, you have the option of editing your **Personal** information. Click the **My Profile** button. Make your edits, and click the **Save** button.

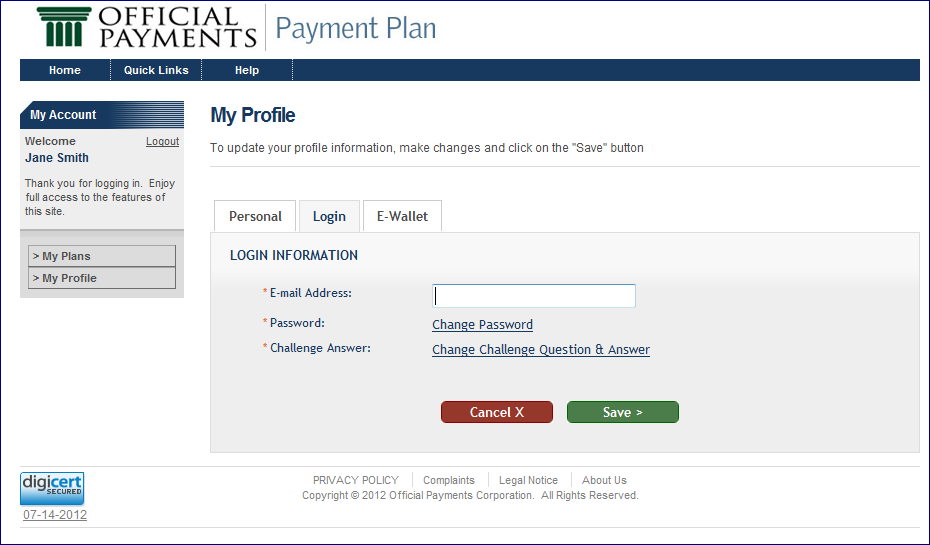
**Note**: Clicking the **Cancel** button will prevent changes from being made.

From the **My Profile** page, you can also:

* Update your **Login** information
* Update your **E-Wallet** information

### Updating Login Info

From the **My Profile** page, you are able to access and update your **Login** information. To do this, just click the **Login** tab.



On the **Login** tab, you can update your:

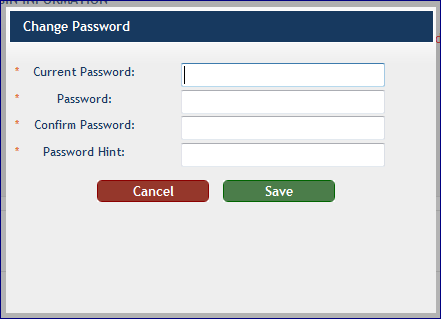
* E-mail address
* Password
* Challenge Answer

#### Updating the E-mail Address

1. Type your e-mail address in the appropriate text box.
2. Click the **Save** button.

#### Updating the Password

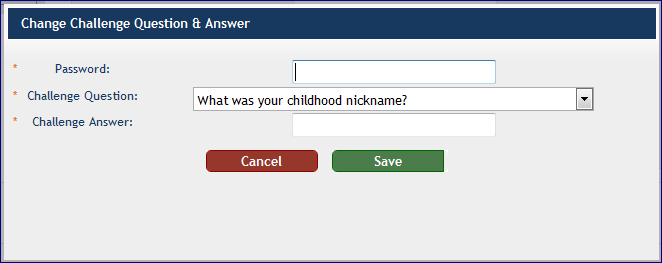
1. Click the **Change Password** link.



1. Enter your:
   * Current Password
   * New Password
   * Confirm Password
   * Password Hint
2. Click the **Save** button.

#### Updating the Challenge Question

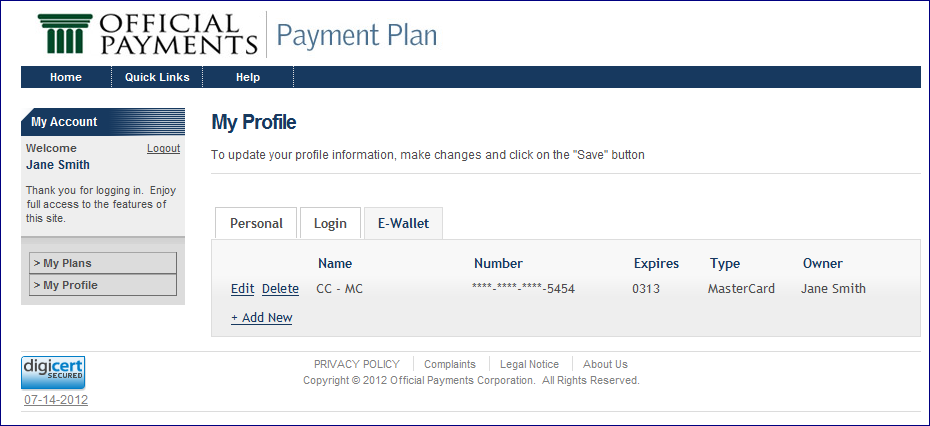
1. Click the **Change Challenge Question & Answer** link.



1. Enter your:
   * Password
   * Challenge Question
   * Challenge Answer
2. Click the **Save** button.

### Updating E-Wallet Info

The **E-Wallet** tab on the **My Profile** page allows you to add or edit a financial account. You may access this page from the **My Profile** page.



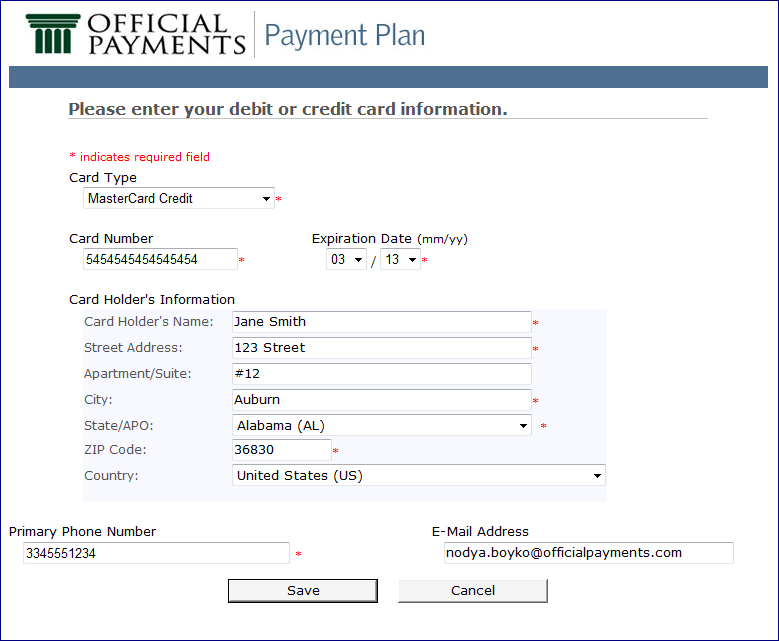
The **E-Wallet** tab displays a row for each of your financial account, with the following informational columns defined:

* Name
* Number
* Expiration Date
* Type
* Owner

#### Editing an E-Wallet Account

1. Click the **Edit** link next to the account you wish to edit.

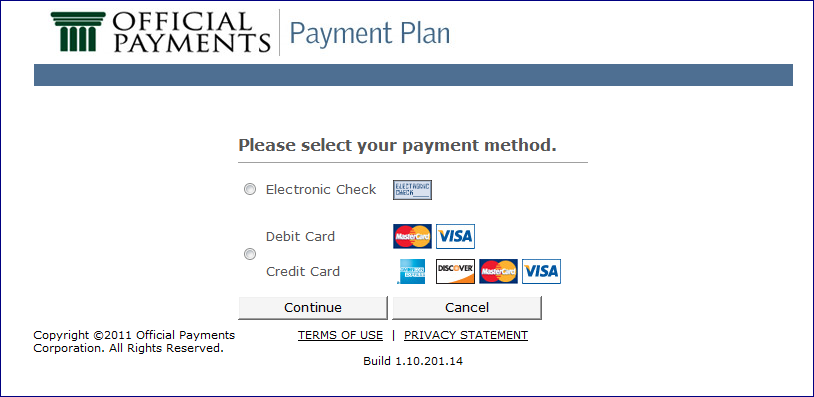
You will be directed to the payment application’s wallet maintenance page to edit the financial account.



1. Enter the necessary updates.
2. Click the **Save** button.

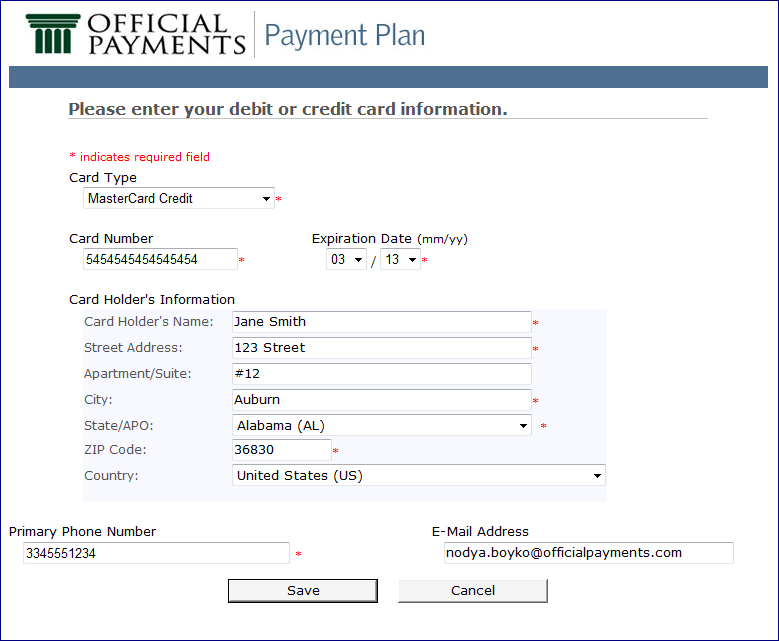
#### To Add a Wallet Account

1. Click the **Add** link.

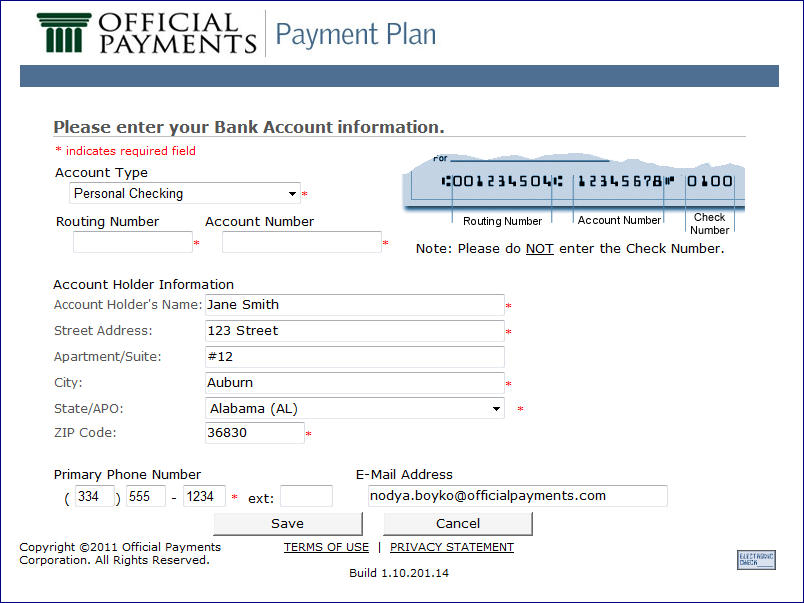


1. Select either:
   * Electronic Check
   * Debit Card/Credit Card
2. Click the **Continue** button.

If you select Debit or Credit Card, you will see a page similar to the following:



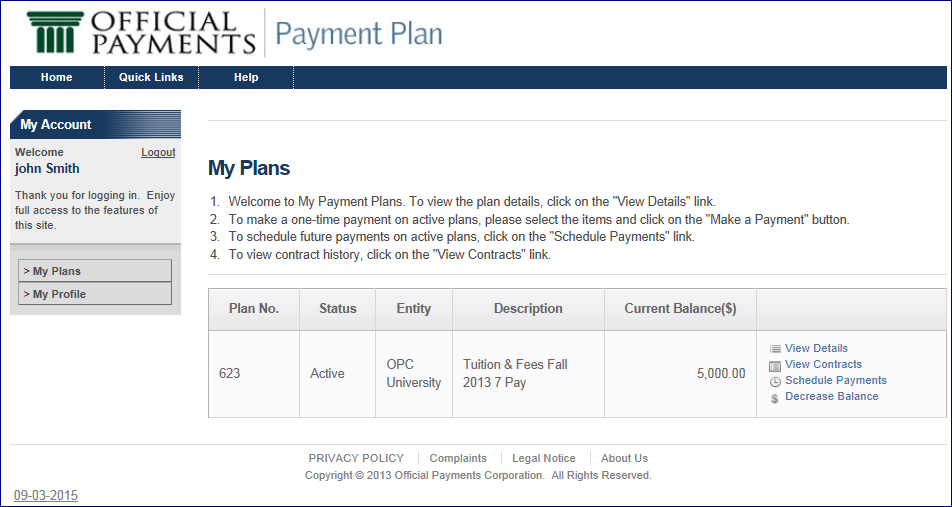
If you select Electronic Check, you will see the following:



1. Enter the necessary information.
2. Click the **Save** button.

## Viewing and Updating My Plans

On the **My Plans** page, you may view your current plans’ information and all plans you have previously enrolled.



To do these things, you must first access the **My Plans** page by clicking the **My Plans** button that is on the **My Account** panel.

On the **My Plans** page you can:

* View your current and previously enrolled plans.

**Note**: The list of plans is constructed from all the plans you have enrolled in whose status is not pending or canceled.

* View the status of your plans. The possible statuses are:

| **Status** | **Definition** |
| --- | --- |
| Active | The user has completed the enrollment plan acceptance step and made the payment, and the **Last Payment Accepted Date** has not passed. |
| OptedOut | If the user calls and requests to opt-out of one of his or her plans |
| Deactivated | When the user has exceeded **Allowed Past Due Installments**, he or she may not perform any action on the plan. A plan whose status is Deactivated may be changed to Reactivate by Official Payments Customer Service Representative once. |
| Incomplete | During Ended Plans processing: If the plan is on the **Last Payment Accepted Date**, and all payable items are not paid, but the user has NOT exceeded **Allowed Past Due Installments**, the status of his or her instance of the plan will be changed to Incomplete and he or she will be sent the Incomplete Plan notification. |
| Reactivate | The user may not perform any action on his or her plan. The system will set the status to Active during the next normal cycle of the system processes. |
| Complete | This is on the **Last Payment Accepted Date** when all payable items are paid. |
| Terminated | This is on the **Last Payment Accepted Date** when all payable items are not paid, or when the user has exceeded the **Allowed Past Due Installments** on a plan that has previously been reactivated. |

* Click on the **View Details** link to view the plan details.

**Note**: Click **Hide Details** to hide the plan details.



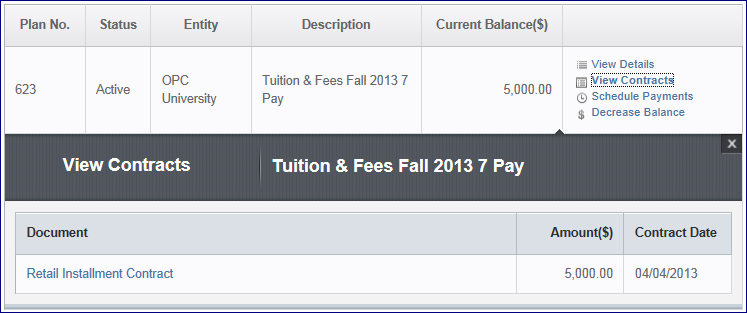
* From a plan’s **Details**, you can make a one-time payment on an active plan by selecting the desired items’ **Pay Now** checkbox and clicking the **Make a Payment** button.

**Note**: Clicking the **Make a Payment** button directs you to the payment application to pay for the plan’s checked items.

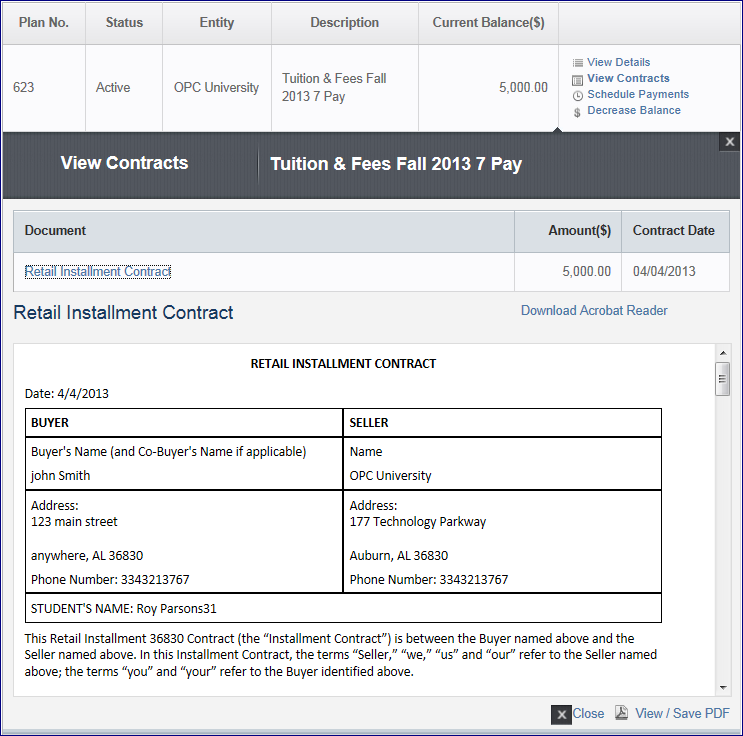
* Schedule future payments on an active plan by clicking the **Schedule Payments** link.

**Note**: Clicking the **Schedule Payments** link redirects you to the **Schedule Payments** page.

* Click the **View Contracts** link to view contracts.

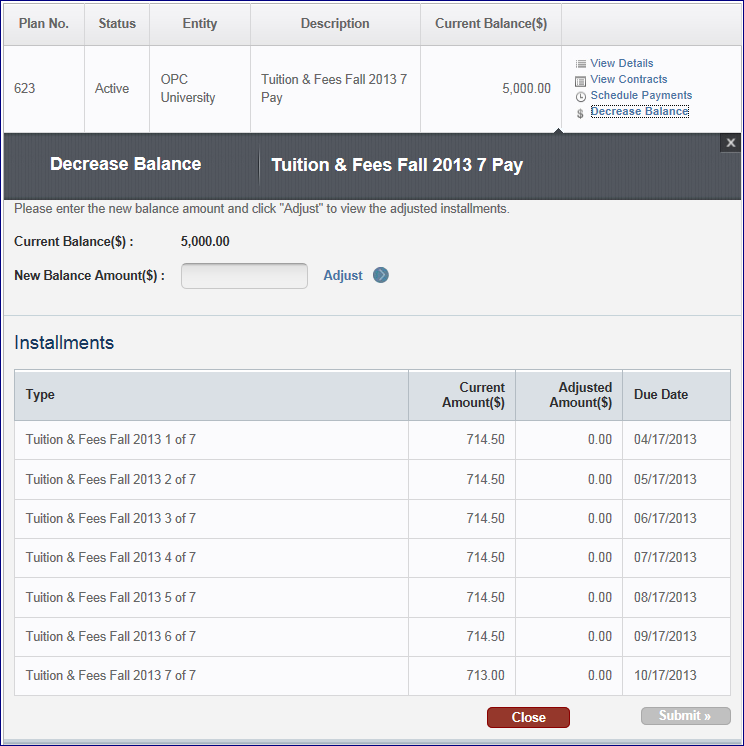


**Note**: Click the link of the contract document you wish to review. When the contract details display, you have the option to **View/Save the PDF** on your desktop. When finished reviewing the details of the contract, you can click **Close**.



* Click the **Adjust Balance** link to decrease your account balance.

**Note**: The link will say **Adjust Balance** if the student can increase or decrease their balance. It will say **Increase Balance** if they can only increase their balance. It will say **Decrease Balance** if the only option is to decrease their balance.



**Note**: Enter the **New Balance Amount** and click the **Adjust** button. When ready, click the **Submit** button. The **Addendum to Retail Installment Contract** displays. You can save this to your desktop. When finished viewing, click the **Close** button.

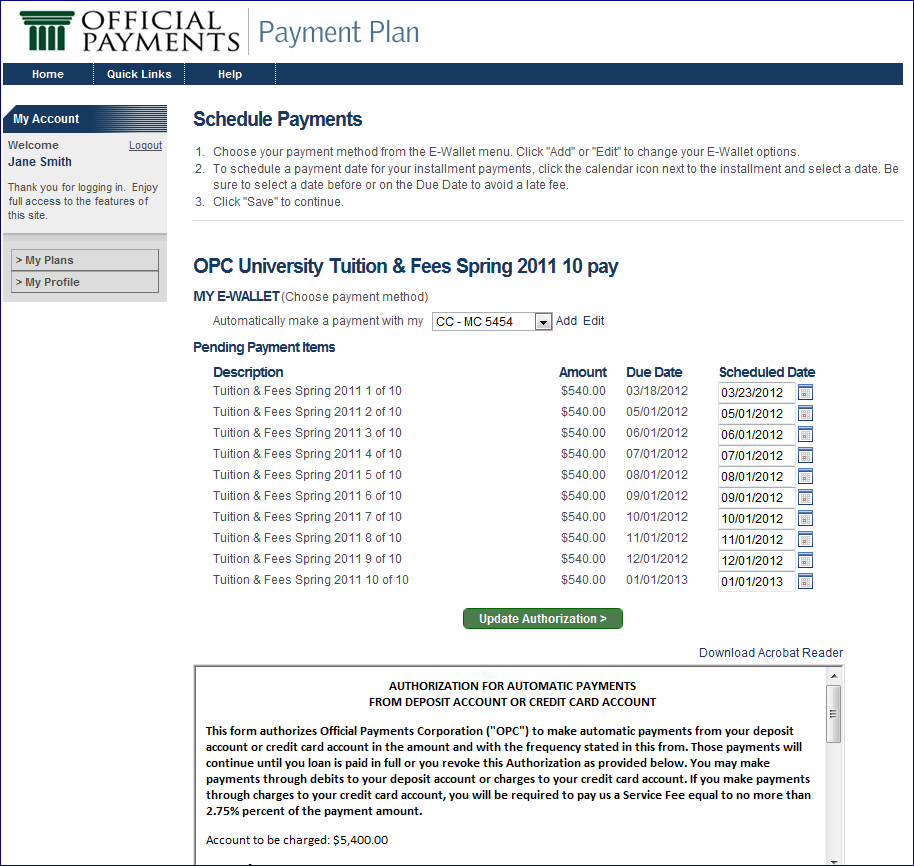
# Schedule Payments

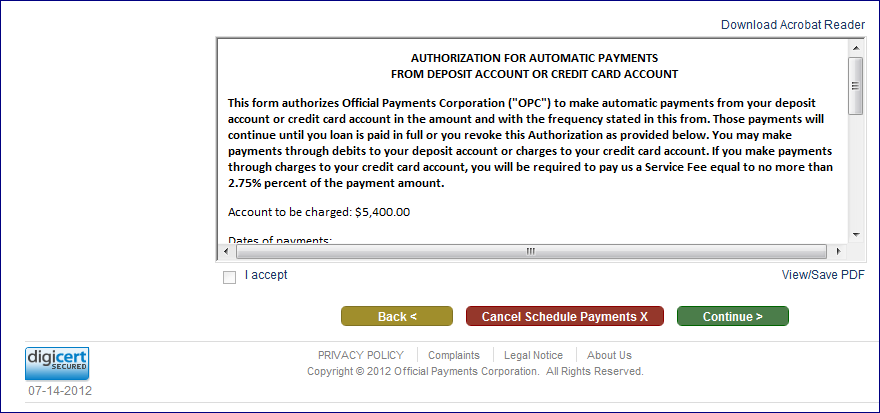
## Scheduling Payment Installments

**Scheduling Payment Installments** allows you to set the dates for payments to be automatically made on your behalf.

**Note**: You must be logged in and have a plan selected to access this page. You can access this page from the **My Plans** page upon clicking a plan’s **Schedule Payments** link.

**Note**: You can also access this page if you checked the “**I would like to schedule automatic payments for my plan installments**” checkbox during the plan enrollment process.





To schedule payments, use the following steps:

1. Review the **Plan Description** at the top of the page.
2. Add/Select a wallet payment option.

**Note**: For your installments to be paid automatically, you must save a financial account that the payments will be made from, and you must schedule the date for each payable item.

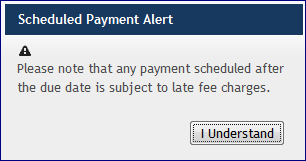
**Note**: Any wallet account you have previously saved will be listed in the e-wallet dropdown. Any wallet account of a type not accepted by the plan will be disabled.

**Note**: If you need to add or edit your wallet account, click the **Add** link or the **Edit** link. Once your changes are made, you’ll be redirected to this page to continue scheduling payment installments.

1. Select the **payment date** for each item.

**Note**: If installments are scheduled after the due date, fees may be assessed.

**Note**: Click the **I understand** button in the popup to proceed if you are scheduling payments after the due date.



1. Read the **Authorization for Automatic Payments**.
2. Click the **I Accept** checkbox.

**Note**: You must sign this authorization every time you edit your scheduled payments. To print or save the authorization, click the View/Save PDF link.

1. Click the **Save** button. This will redirect you to the **Make Payment** or **My Plans** page, depending on your point of origin.

**Note:** You cannot **Save** your scheduled payment if you have not selected a wallet account.

**Note**: If you click the **Back** button, you will be redirected to the **Plan Acceptance** page if you were in the plan enrollment process, or the **My Plans** page, if that was your origin.

**Note**: If you click the **Cancel Scheduling** button, you will be directed to the **My Plans** page.

# E-Mail Notifications

As you enroll in Payment Plan and as you update your account, you will be sent e-mail notifications. You will generally receive an e-mail when you:

* Create a Payment Plan Account
* Enroll in a Payment Plan
* Make a Payment
* Schedule a Payment
* Are Due to Make a Payment
* Update your Account Profile
* Assess a Fee on your Payment Plan
* Alter your Login Information

You will also receive an e-mail when your:

* Payment Plan Balance is Adjusted
* Payment Plan has been Terminated
* Payment Plan has been Deactivated
* Credit Card is due to Expire

#### Your Account Has Been Created

After creating a Payment Plan Account, you will receive an e-mail notification, as follows:

*Thank you for creating an account with Official Payments. My Account enables you to easily manage your payment plan to:*

* + *make a one-time payment*
  + *schedule future payments*
  + *make updates to scheduled payments*
  + *view your Payment Plan details and summary information*

*Thank you for using Official Payments. We look forward to serving you.*

*Sincerely,*

*Official Payments Customer Service*

[*PPlanService@OfficialPayments.com*](mailto:PPlanService@OfficialPayments.com)

*This e-mail is auto-generated by the system. Please do not reply to this email. If you have any questions, e-mail us at* [*customerservice@officialpayments.com*](mailto:customerservice@officialpayments.com)*.*

*Official Payments is the leading provider of electronic payment solutions for the IRS, 27 states, the District of Columbia and more than 4200 clients in all 50 states. We accept payments for taxes, rent, utilities, education and more. Learn more by visiting* [*https://www.officialpayments.com/pc\_whocanipay.jsp*](https://www.officialpayments.com/pc_whocanipay.jsp)

#### Payment Plan Enrollment Confirmation

After you have enrolled in a Payment Plan, you will receive an e-mail notification, as follows:

*Thank you for your payment plan enrollment for OPC University.*

*Plan Information*

*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\**

*Plan: Tuition & Fees Spring 2011 10 pay Enrollment Date: 01/26/2012 Plan Amount: 6,000.00*

*Student ID: 123456787*

*Payment Schedule*

*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\**

*03/18/2012 540.00*

*05/01/2012 540.00*

*06/01/2012 540.00*

*07/01/2012 540.00*

*08/01/2012 540.00*

*09/01/2012 540.00*

*10/01/2012 540.00*

*11/01/2012 540.00*

*12/01/2012 540.00*

*01/01/2013 540.00*

*Please review this information for accuracy and let us know if there are any issues as soon as possible as refunds will only be initiated due to a processing error.*

*Thank you for using Official Payments. We look forward to serving you.*

*Sincerely,*

*Official Payments Customer Service*

[*PPlanService@OfficialPayments.com*](mailto:PPlanService@OfficialPayments.com)

*This e-mail is auto-generated by the system. Please do not reply to this email. If you have any questions, e-mail us at* [*customerservice@officialpayments.com*](mailto:customerservice@officialpayments.com)*.*

*Official Payments is the leading provider of electronic payment solutions for the IRS, 27 states, the District of Columbia and more than 4200 clients in all 50 states. We accept payments for taxes, rent, utilities, education and more. Learn more by visiting* [*https://www.officialpayments.com/pc\_whocanipay.jsp*](https://www.officialpayments.com/pc_whocanipay.jsp)

#### Your Payment Confirmation

You will be sent the Payment Confirmation notification any time a Payment Plan payment is made on your plan. You will receive an e-mail notification, as follows:

*Thank you for your payment for OPC University's Tuition & Fees Spring 2011 plan.*

*Payment Information*

*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\**

*Confirmation Number: 4607791*

*Date: 01/26/2012*

*Credit Card*

*123 Street*

*Auburn*

*AL 36830*

*Student ID: 123456787*

*01/26/2012 45.00 Application Fee (non-refundable)*

*01/26/2012 600.00 Down Payment*

*Payment Amount: 645.00*

*Service Fee: 17.74*

*Total Amount: 662.74*

*Please review this information for accuracy and let us know if there are any issues as soon as possible as refunds will only be initiated due to a processing error.*

*Thank you for using Official Payments. We look forward to serving you.*

*Sincerely,*

*Official Payments Customer Service*

[*PPlanService@OfficialPayments.com*](mailto:PPlanService@OfficialPayments.com)

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#### Your Payment has been Scheduled

When you have scheduled a payment, you will receive an e-mail notification, as follows:

*This is a reminder that your automatic payment will be made on 02/01/2012 for OPC University Tuition and Fees Fall 2011 plan.*

*Payment Information*

*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*  
Date: 02/01/2012  
Credit Card 5454*[*OfficialPaytest@hotmail.com*](mailto:OfficialPaytest@hotmail.com) *177 Technology Parkway  
   
Auburn AL 36830  
   
Student ID: 121212121  
   
02/01/2012 1,250.00 Tuition and Fees Fall 2011 3 of 4  
   
Payment Amount: 1,250.00  
Service Fee: 34.38  
Total Amount: 1,284.38  
   
Please review this information for accuracy and let us know if there are any issues as soon as possible as refunds will only be initiated due to a processing error.  
   
Please note that scheduling a future payment may not avoid fees if it is scheduled past the due date.*

*Thank you for using Official Payments. We look forward to serving you.*

*Sincerely,*

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#### Your Payment Plan Payment is Due Soon

When your payment is nearing its due date, you will receive an e-mail notification, as follows:

*This is a reminder that your next payment is due on 02/01/2012 for OPC University's payment plan. Please login to My Account to make the payment.*

*This payment is for  
Plan: Tuition & Fees Spring 2011 3 Pay  
Student ID: 111119999*

*02/01/2012 1,667.00 Tuition & Fees Spring 2011 3 of 3  
  
Payment Amount: 1,667.00*

*Thank you for using Official Payments. We look forward to serving you.*

*Sincerely,*

*Official Payments Customer Service*

[*PPlanService@OfficialPayments.com*](mailto:PPlanService@OfficialPayments.com)

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#### Important Notice: Fee Assessed on your Payment Plan

If you are late in making a payment, you will accrue a fee. When this happens, you will receive an e-mail notification, as follows:

*A Late Fee in the amount of 20.00 assessed on OPC University's payment plan.*

*Plan: Tuition & Fees Spring 2011 3 Pay*

*Student ID: 333444555*

*If you have scheduled your payments, this fee may be added to a future payment. Please bring your account up to date by logging into My Account before your next payment.*

*Unpaid fees may lead to deactivation of your plan and may cause future plan enrollment applications to be rejected.  
  
Thank you for using Official Payments. We look forward to serving you.*

*Sincerely,*

*Official Payments Customer Service*

[*PPlanService@OfficialPayments.com*](mailto:PPlanService@OfficialPayments.com)

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If your payment is returned, you will accrue a fee. When this happens, you will receive an e-mail notification, as follows:

*A Returned Payment Fee in the amount of 75.00 assessed on Herndon University's payment plan.*

*Plan: OPC University Fall 2011 5 Pay External Account ID: 45046*

*If you have scheduled your payments, this fee may be added to a future payment. Please bring your account up to date by logging into My Account before your next payment.*

*Unpaid fees may lead to deactivation of your plan and may cause future plan enrollment applications to be rejected.*

*Thank you for using Official Payments. We look forward to serving you.*

*Sincerely,*

*Official Payments Customer Service*

[*PPlanService@OfficialPayments.com*](mailto:PPlanService@OfficialPayments.com)

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#### Your Account Profile Has Been Updated

After updating your account profile, you will receive an e-mail notification, as follows:

*If you did not recently update your profile, please contact Official Payments as soon as possible.*

*Thank you for helping us keep your information safe and secure.*

*Sincerely,*

*Official Payments Customer Service*

[*PPlanService@OfficialPayments.com*](mailto:PPlanService@OfficialPayments.com)

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#### Login Information

When you edit your login information (password or e-mail address), you will receive an e-mail notification, as follows:

*Your password has temporarily been reset to zsAaI^\*9iHWN*

*If you did not make this request, please contact Official Payments Customer Service as soon as possible. Thank you for helping us keep your information safe and secure.*

*Sincerely,*

*Official Payments Customer Service*

[*PPlanService@OfficialPayments.com*](mailto:PPlanService@OfficialPayments.com)

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#### Payment Plan Balance Adjusted

When your Payment Plan Balance has been adjusted, you will receive an e-mail notification, as follows:

*OPC University has adjusted your payment plan balance as follows:  
  
Plan Information  
\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*  
Plan: Tuition & Fees Spring 2012 7 pay  
Student ID: xxxxxxx  
Enrollment Date: 0X/XX/2012  
   
Original Plan Amount: 2,975.00  
Credit: 2,975.00  
Balance as of Today: 445.13  
   
Payment Schedule  
\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*  
Due Date Original Amount Adjusted Amount Item  
\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*  
05/01/2012 425.13 425.13 Tuition & Fees Spring 2012 1 of 7  
05/12/2012 20.00 20.00 Late Fee - Installment 1  
06/01/2012 425.13 0.00 Tuition & Fees Spring 2012 2 of 7  
07/01/2012 425.13 0.00 Tuition & Fees Spring 2012 3 of 7  
08/01/2012 425.13 0.00 Tuition & Fees Spring 2012 4 of 7  
09/01/2012 425.13 0.00 Tuition & Fees Spring 2012 5 of 7  
10/01/2012 425.13 0.00 Tuition & Fees Spring 2012 6 of 7  
11/01/2012 424.22 0.00 Tuition & Fees Spring 2012 7 of 7  
   
If you have any questions, please contact OPC University as soon as possible.  
  
Thank you for using Official Payments. We look forward to serving you.*

*Sincerely,*

*Official Payments Customer Service*[*customerservice@OfficialPayments.com*](mailto:customerservice@OfficialPayments.com)

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#### Payment Plan is Terminated

When your Payment Plan is terminated, you will receive an e-mail notification, as follows:

*Your participation in the Payment Plan below has ended because the plan is terminated.*

*Plan: dining Fall Fall 5 pay*

*Student ID: xxxxxxxxx*

*02/01/2012 1,000.00 dining Fall 2 of 5*

*03/01/2012 1,000.00 dining Fall 3 of 5*

*04/01/2012 1,000.00 dining Fall 4 of 5*

*05/01/2012 1,000.00 dining Fall 5 of 5*

*Please contact xxxxxxx to make arrangements for making your outstanding payments.*

*Sincerely,*

*Official Payments Customer Service*

*customerservice@OfficialPayments.com*

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#### Payment Plan is Deactivated

When your Payment Plan is deactivated, you will receive an e-mail notification, as follows:

*Your participation in the OPC University Payment Plan below has been deactivated due to exceeding the number of past due payments allowed.*

*Plan: Tuition & Fees Spring 2012 5 Pay*

*Student ID: xxxxxxxxxxxxxx*

*Please contact OPC University to make arrangements for making these payments.*

*Sincerely,*

*Official Payments Customer Service*

*customerservice@OfficialPayments.com*

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#### Credit Card Due to Expire

When your credit card is due to expire, you will receive an e-mail notification, as follows:

*This is an important message regarding the credit card associated with TS\_AG7's payment plan scheduled payments. This card is set to expire in the near future. To ensure that your service will not be interrupted, please take a moment to update your account profile.*

*Plan Information*

*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\**

*Plan: Fall 2014 Plan*

*TaxExtAcctID: XXXXXXXXXXXX*

*Joe User*

*Thank you for using Official Payments. We look forward to serving you.*

*Sincerely,*

*Official Payments Customer Service*

*PPlanService@OfficialPayments.com*

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