

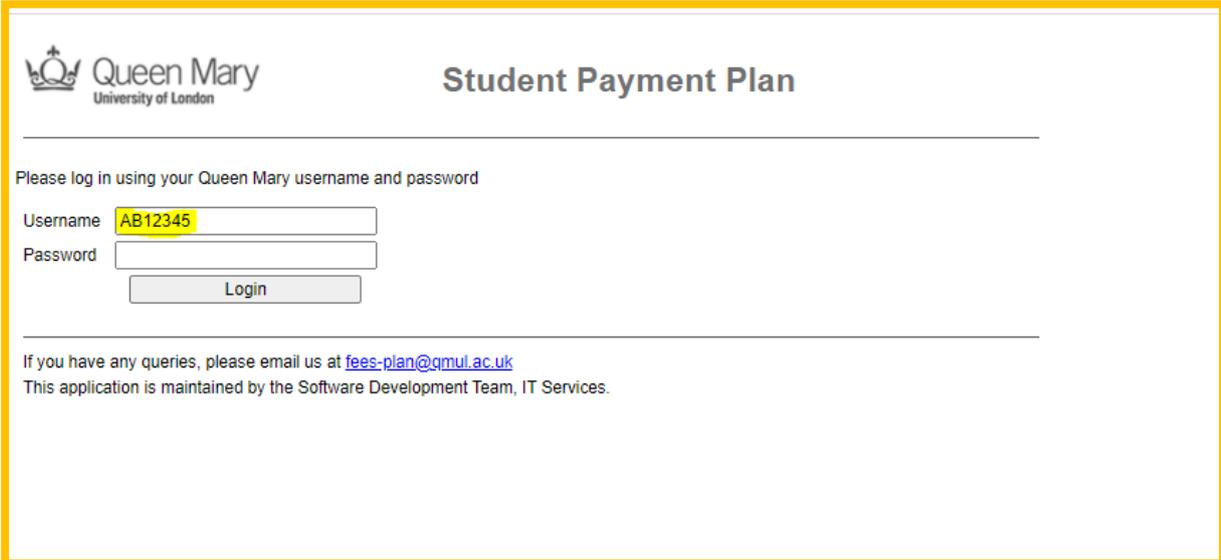
Guidance notes for completing the online payment agreement form

If your fees are more than £1,000 per year, you can apply to pay in instalments. This does not apply to Pre-sessional programmes, short courses and one-semester Study Abroad Associate programmes.

These guidance notes are to assist you in completing the online payment plan, please complete the relevant fields with the information requested.

Please click on the following link to access the payment plan
<https://www.qmul.ac.uk/tuitionfees/tuition-fee-payment-plans/>

1.



The screenshot shows the login page for the Student Payment Plan. At the top left is the Queen Mary University of London logo. The title 'Student Payment Plan' is centered at the top. Below the title, there is a horizontal line. The text 'Please log in using your Queen Mary username and password' is displayed. There are two input fields: 'Username' with the value 'AB12345' and 'Password'. Below these fields is a 'Login' button. At the bottom, there is a note: 'If you have any queries, please email us at fees-plan@qmul.ac.uk. This application is maintained by the Software Development Team, IT Services.'

Log into the payment plan system using your Queen Mary username and password. These are the same credentials you use to access your Queen Mary email account. This will be in the format *ab123456* and was emailed to you by Queen Mary IT services. If you have not received this username, please contact [IT services](#).

You should log in via Google Chrome or Firefox. Unfortunately, the online payment plan is not supported via Internet Explorer.

2.

Queen Mary University of London

Student Payment Plan

Choose option

Logout

Payment Plan

This is not a direct debit agreement

Ref No:

Date: ID Number:

First Name: Surname:

Academic Year: Study Level:

Telephone: Email:

Address:

Plan Status:

The above information has been transferred from your student record, if you believe that this is incorrect, please log into your [MySIS account](#) or contact the [Student enquiry Centre](#) to update your details.

3.

Plan Status:

Plan status is the current progress of the payment plan application process

- **Pending** – the Fees Office is awaiting information from you to progress the outcome, please complete the action displayed in the text box and resubmit
- **Approved** – the plan has met all the conditions of the University Fee Regulations and has been finalised. You must print and retain a copy of the plan for future reference.
- **Not approved** – the plan is not in line with our current University Fee Regulations and we will not be able to accept the proposed plan. Please complete the action displayed in the text box and resubmit.
- **Submitted** – you have successfully applied for a payment plan and the Fees Office staff are currently reviewing the form.

The Fees Office will advise you of the reason as to why the plan was not approved in the text box to the right of the plan status.

4.

Tuition Fee Account	
Total Tuition Fee Amount (£)	<input type="text"/>
Balance Due (£)	<input type="text"/>

Total tuition fee amount (£/€) is the total amount payable shown on the invoice or offer letter that was sent to you (excluding any scholarships or discounts)

Balance Due (£/€) is the amount that you are agreeing to pay by instalments. This is usually the amount after any scholarships or discounts.

5.

Payment Dates/Due Dates		
Date	Amount (£)	Transaction Number
dd-mmm-yyyy	50	
04-Jan-2021	5000	1563219
05-Jan-2021	1000	1563219
30-Apr-2021	6000	
dd-mmm-yyyy	£	

Date is the date the payment was received by the Fees office. It is also the date that you will be expected to make future payments.

Amount (£/€) is the amount already paid or the amount that you are expected to pay on future dates. Please ensure that you have paid the non-refundable **£50/€60 admin charge** before submitting the payment plan. The £50/€60 admin charge is NOT calculated as a payment towards the tuition fee.

Transaction number is the number on the receipt that was emailed to you from the Fees Office in the format: 15XXXXXX, 19XXXXXX or the CPG reference number you received if the payment was made online.

Email Receipt Example

Date	TransNo	Customer ID	Student ID	Amount (£/€)	Description
07/12/2020	15902400	XXXXXXXXXX	XXXXXXXXXX	1312.72	Student No, Name

OR

Date	TransNo	Customer ID	Student ID	Amount (£/€)	Description
07/12/2020	19123467	XXXXXXXXXX	XXXXXXXXXX	1312.72	Student No, Name

Online payment receipt Example

Transaction reference:	CPG123456
Transaction date/time:	
Email confirmation:	
Billing Address Details	Debit/Credit Card Details
	Name on Card:
	Last 4 Digits of Card Number:
	Card Type:
	Card Expiry Date:
Description of Item(s) paid	Total Cost
Tuition Deposits	£4000.00
Total paid today	£4000.00

6.

I have read and agreed to the University Fee Regulations

Please ensure you have read the University Fee Regulations, which can be found at: <https://www.qmul.ac.uk/tuition-fee-regulations/>

Summary of Payment Policy on instalments:

- Students opting to pay by instalments must sign a payment plan and are subject to sanctions if they do not pay each instalment by the due date.
- There is a non-refundable administration fee of £50 (€60 for euro invoices) for payment plans. This charge does not apply to 'home fee' paying undergraduate students.
- Where there is a shortfall in payment of fees due to currency fluctuations or bank charges, the student will be required to pay the shortfall.
- QMUL retains the right to impose a late penalty charge of £150 (€180 for euro invoices) for any fees not paid by the due date.
- Students who fail to pay 100% of their tuition fees by **31-Jan-2021** or, in cases where they have a payment plan with instalments due on a later date, default or miss a payment will be recorded as a debtor in the Student Record System. In addition, their registration may also be terminated in accordance with the university Ordinance C3.

By enrolling as a student at Queen Mary, University of London, I accept and agree to abide by the terms of the University Fee Regulations. I agree to pay Queen Mary, University of London my tuition fee by the agreed due dates. I further agree that should any payment fall in arrears without prior agreement with the University, the entire unpaid amount shall immediately become due and payable.

Once you have read and agreed to the University Fee Regulations, please submit the form for approval to the Fees Office. The plan will only be approved if you have complied with the terms in the University Fee Regulations.

7.

Once your plan has been reviewed by the Fees Office, you will receive an email from fees-plan@qmul.ac.uk informing you of your plan status.



The screenshot shows a web interface with a 'Plan Status' label and a text input field. Below the input field is a 'Print' button. At the bottom of the form is a blue bar with the text 'Tuition Fee Account'.

Approved:

If you receive an email confirming that your plan has been APPROVED. You must immediately log into the system <https://webapps.its.qmul.ac.uk/spp> and print and retain a PDF copy of your plan. The system will refresh after a few weeks, therefore you must print and keep a copy of your plan for future reference.

Not Approved or Pending:

If you receive an email stating that your plan is NOT APPROVED or PENDING. You must immediately log into the system <https://webapps.its.qmul.ac.uk/spp> to complete any outstanding actions shown in the plan status text box. (See point 3 above)

Payment plan options

Please review the payment plan options below before submitting the payment plan as this will assist in the approval process. Further details can be found in the [University Fee Regulations](#).

1. Postgraduate taught and overseas fee paying students

50% with an administrative charge of £50 paid before enrolment and the remaining 50% by 31st January for programmes starting in September or by 30th April for programmes starting in January

Scenario 1

For example if you have been offered a place on MSc FT Accounting and Finance and the total amount payable is £20,000 and you are choosing to pay by instalments the payment plan will be arranged as follows:
£10,000 (£20,000/2) due prior to enrolment + £50 administration and the balance £10,000 (£20,000/2) due 31st January (or 30th April for programmes starting in January)

2. Postgraduate Research Students (PGR)

50% with an administrative charge of £50 paid before enrolment and the remaining 50% before the last working day of the fourth month after enrolment, provided enrolment is before 1st February.

PGR students enrolling after 1st February must pay full fees before enrolment unless in receipt of a Postgraduate loan. If in receipt of a postgraduate loan, the loan element can be aligned with the loan payment dates as shown below.

3. Postgraduate students with Postgraduate loan

For students in receipt of a student loan through the UK Government's Postgraduate Loan scheme <https://www.gov.uk/masters-loan> there is an alternative payment schedule available.

If you are a home postgraduate student, and have a loan that will cover the full cost of your tuition fees, we will allow payment in 3 instalment but these must be aligned with the loan payment dates.

You must email a copy of your Postgraduate Loan summary to the Fees Office fees-plan@qmul.ac.uk

Scenario 2

For example if you have been offered a place on the MA PT Geography and the total amount payable £10,000 and you are in receipt of a postgraduate loan of £11,570 your payment plan will be arranged as follows:

Total amount payable £10,000

Loan amount: £11,570

Loan element payment plan

£50 administrative fee due prior to enrolment and agreement of payment plan

£3,333 (£10,000/3) due first loan payment date

£3,333 (£10,000/3) due second loan payment date

£3,334 (£10,000/3) due third loan payment date

Loan less than total fees

If your loan does not cover the full cost of your tuition fees, we would normally allow the fees that will be covered by the loan to be repaid in 3 instalments (as above) and the outstanding amount to be repaid in line with current policy (50% prior to enrolment and 50% by 31st January for programmes starting in September, by 30th April for programmes starting in January or before the last working day of the fourth month for PGR students who start before 1st February.

Please note that any instalment agreement will attract a £50 administration fee.

Scenario 3

For example if you have been offered a place on MSc FT Accounting and Finance and the total amount payable £20,000 and you are in receipt of a postgraduate loan of £11,570 your payment plan will be arranged as follows:

Total amount payable: £20,000

Loan element: £11,570

Self-funding element: £8,430

Self-funding element payment plan

£4,215 (£8,430/2) + £50 administration fee due prior to enrolment

£4,215 (£8,430/2) due 31st January (or 30th April for programmes starting in January)

Loan element payment plan

£3,818 due first loan payment date

£3,818 due second loan payment date

£3,934 due third loan payment date

4. Undergraduate Home Students who are Self-funding (Excluding MBBS Malta)

50% paid before enrolment and the remaining 50% by 31st January for programmes starting in September or by 30th April for programmes starting in January

OR

25% paid before enrolment and the balance in equal monthly instalments with the final instalment due by 30 April

Scenario 4

Total amount payable £9250

25% due before enrolment £2313

Equal monthly instalments £991 due end of each month October to April

5. MBBS Medicine (Malta) and Sorbonne Double LLM

50% with an administrative charge of €60 paid before enrolment and the remaining 50% by 31st January for programmes starting in September or by 30th April for programmes starting in January.

Scenario 5

For example if you have been offered a place on MBBS FT Medicine (Malta) course and the total amount payable is €23,500 and you are choosing to pay by instalments, the payment plan will be arranged as follows:

€11750 (€23,500/2) due prior to enrolment + €60 administration and the balance €11750 (€23,500/2) due 31st January (or 30th April for programmes starting in January)