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. 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. 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 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. **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. **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

<table>
<thead>
<tr>
<th>Date</th>
<th>TransNo</th>
<th>Customer ID</th>
<th>Student ID</th>
<th>Amount (£/€)</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>07/12/2020</td>
<td>15902400</td>
<td>XXXXXXXXXX</td>
<td>XXXXXXXXX</td>
<td>1312.72</td>
<td>Student No, Name</td>
</tr>
</tbody>
</table>

**OR**

<table>
<thead>
<tr>
<th>Date</th>
<th>TransNo</th>
<th>Customer ID</th>
<th>Student ID</th>
<th>Amount (£/€)</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>07/12/2020</td>
<td>19123467</td>
<td>XXXXXXXXXX</td>
<td>XXXXXXXXX</td>
<td>1312.72</td>
<td>Student No, Name</td>
</tr>
</tbody>
</table>

### Online payment receipt Example

Transaction reference:  
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:  

<table>
<thead>
<tr>
<th>Description of Item(s) paid</th>
<th>Total Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuition Deposits</td>
<td>£4000.00</td>
</tr>
</tbody>
</table>

**Total paid today**  
£4000.00
6. 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.

Approved:

If you receive an email confirming that your plan has been APPROVED. You must immediately log into the system https://webapps2.is.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://webapps2.is.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](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
£3,994 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).