

Public User Guide for Payment Plans

Last Update: July 2nd, 2025

This guide is designed for the public customer to use when accessing their payment plan information. This guide is *not* for the department staff to use in setting up payment plans. If you need to create or edit a payment plan, please see the article [Payment Plans](#) for more information.

1. Pull up your recreation department's website
2. Hover over the word **Account** in the navigation bar or main menu
3. Click **Account Login** to log in
4. After logging in, you will be brought to the Account Overview page, and the top section of the screen will display your Active Payment Plans

Heard (Training Acct) Household

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The following are Active payment plans

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Plan #	Plan Type	Billing Contact	Next Payment	Total	Paid	Balance
10154	Account	Marie Heard	Thursday, June 27, 2024	\$11088.00	\$672.00	\$10416.00
Payment Amount of <u>\$112.00</u> will occur <u>Weekly</u> starting on <u>Thursday, May 16, 2024</u> for <u>93</u> more payments						
10152	Advanced Registration	Marie Heard	Sunday, August 18, 2024	\$4620.00	\$0.00	\$4620.00
View Payment Plan Details						

*Payments made will reduce amount charged for future payments.

Making an Additional Payment on a Payment Plan

Extra Payments

If you make a payment in addition to the payment plan schedule, that scheduled payment will no longer be charged since the total due has already been applied. Here, the October childcare has been paid manually, so the auto-payment for that month that was scheduled for September will not occur.

Additional payments affect the payment plan schedule by satisfying the related payment, not by removing the final payment on the schedule.

Selected Items for Payment Plan

Invoice #	Type	Item	Member	Date(s)	Invoice Date	Fee	Paid	Balance
823659	Activity	Andover Childcare (TRAINING 24) - Bancroft KC	Eva Heard	09/03/2024 - 09/30/2024	05/10/2024	\$462.00	\$0.00	\$462.00
823659	Activity	Andover Childcare (TRAINING 24) - Bancroft KC	Eva Heard	10/01/2024 - 10/31/2024	05/10/2024	\$462.00	\$462.00	\$0.00

Upcoming Payments

Payment Date	Payment Amount	Credit Card Convenience Fee	Payment Total
Sunday, August 18, 2024	\$462.00	\$13.86	\$475.86
Friday, October 18, 2024	\$462.00	\$13.86	\$475.86
Sunday, November 17, 2024	\$462.00	\$13.86	\$475.86
Wednesday, December 18, 2024	\$462.00	\$13.86	\$475.86
Saturday, January 18, 2025	\$462.00	\$13.86	\$475.86
Saturday, February 15, 2025	\$462.00	\$13.86	\$475.86
Tuesday, March 18, 2025	\$462.00	\$13.86	\$475.86
Thursday, April 17, 2025	\$462.00	\$13.86	\$475.86
Sunday, May 18, 2025	\$462.00	\$13.86	\$475.86
Totals	\$4,158.00	\$124.74	\$4,282.74

1. Click the **Make Payment** link in the top right of the screen above the active plans
2. Check the box for any of the items you would like to pay
3. Click **Pay Selected Items** or **Pay All Items**

823672	Booking: Marie Test Date	Heard, Marie	05/24/2024 - 05/24/2024	\$7200.00	\$0.00	\$7200.00	☐
823690	Booking: Marie Test Date - Hopkinton	Heard, Marie	05/21/2024 - 05/21/2024	\$36.00	\$0.00	\$36.00	☒

Items with a **C** are in a payment plan

Have balances by month or week? (View by Group)

Pay All Items

Pay Selected Items

- Enter the **amount** you wish to pay
 - The total due for this payment will prefill otherwise
- Choose to pay by credit card and click **Continue**
- Enter payment information and **submit** payment

View Payment Plan Details

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The following are Active payment plans

Make Payment View All

Plan #	Plan Type	Billing Contact	Next Payment	Total	Paid	Balance
10154	Account	Marie Heard	Thursday, June 27, 2024	\$11088.00	\$672.00	\$10416.00
Payment Amount of \$112.00 will occur Weekly starting on Thursday, May 16, 2024 for 93 more payments						
10152	Advanced Registration	Marie Heard	Sunday, August 18, 2024	\$4620.00	\$0.00	\$4620.00
View Payment Plan Details						

*Payments made will reduce amount charged for future payments.

- Click the **Plan #** from your account page

- You can see the status of your plan and the details of the payment agreement from this screen including the amount of each payment, the duration, and the frequency of payments
- To update the credit card on file, click the **Update Payment Information** link in the upper right corner
 - i. Expiring or cancelled credit cards should be updated prior to the next payment to avoid interruption
- The invoice can be view from the **Invoice link** in the Selected Items box
- You can view all upcoming payments, their dates, and the amount of each payment at the bottom of the screen
 - i. This is where you can see if a payment is being skipped because the amount has already been applied by you manually

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Status: Active

Account Payment Plan #10154

A

Payment Amount of ~~\$112.00~~ will occur Weekly starting on Thursday, May 16, 2024 for 93 more payments

Visa ending in 1111 exp: February, 2027

B

[Update Payment Information](#)

** Payments are the number of remaining payments and may vary if manual payments are made, new items are added, or adjustments are added to the items.*

Selected Items for Payment Plan

Invoice #	Type	Item	Member	Date(s)	Invoice Date	Fee	Paid	Balance
823672	Cation	Marie Test Date	Marie Heard	05/17/2024 - 05/17/2024	05/15/2024	\$3,888.00	\$672.00	\$3,216.00
823672	Reservation	Marie Test Date	Marie Heard	05/24/2024 - 05/24/2024	05/15/2024	\$7,200.00	\$0.00	\$7,200.00
Totals:						\$11,088.00	\$672.00	\$10,416.00

Upcoming Payments

D

Payment Date	Payment Amount	Credit Card Convenience Fee	Payment Total
Thursday, June 27, 2024	\$112.00	\$3.36	\$115.36
Thursday, July 04, 2024	\$112.00	\$3.36	\$115.36
Thursday, July 11, 2024	\$112.00	\$3.36	\$115.36

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