



Payment Plans

<https://help.ultracamp.com/hc/en-us/articles/7229142977044-Payment-Plans>

Please note:

Payment plans...

- Are static.
- Are based on the original total at checkout.
- Will not adjust payments until the last payment or until the balance is due.
- Will not overcharge.

This means that if the account holder makes a payment early, they will still have to abide by the payment plan schedule and pay the amounts based on the beginning total, not the new balance after early payments.

The last payment is when the system sees their balance and makes the adjustment in the final payment. If the account holder pays off early, the system will see their \$0 balance, and abandon the scheduled payment.

Setup

Settings > Fees/Payments > Payment Plan Templates

1. Click Create a new payment plan or go to an existing plan and click the edit pencil on the right side.
2. Create Name – This should start with your department’s acronyms – program it is for – other details that help identify it. Examples: CAS – Dance – Fall Monthly or STEM – Camps – 5 payments
3. Description – this should include what the payment plan schedule will be like and explain that early payments will not change scheduled payments.
 - a. Example Paragraph: This plan will provide X payments over the (*semester/year/months*). These payments will be taken out automatically with the credit card attached to this registration. You will not need to do anything else as these payments will run automatically. If you need to put in a different credit card, please go into your account before the scheduled payment and provide the updated credit card information. ***Do not submit early payments. If you do make an early payment, it will not change the upcoming payment amounts or lower your scheduled payments until the end of your payment plan. This can result in two payments back to back.***
4. Plan Type – Session Plan
5. Fee for using plan: are you requiring a fee to use this payment plan?
6. Allocation Account – choose Inherit from session (unless these payments will go under a different allocation account then the sessions they are attached to)
7. Permitted Payment Types – Credit Cards should be default. Only choose checks if you are offering that as an option.
8. Editable by Public – keep this unchecked. We do not want the public to be able to edit their payment plans.
9. Visible by Public – this should be checked if you are allowing the public to choose the payment plan. If it is a payment plan option that is only by added by an admin, unclick.
10. Use Last Paid-in-full Due Date – keep this unchecked.
11. Save Plan

Setting up Payment Plan Schedule:

After saving, you will create what the scheduled payment plan will look like. This can have as many payment plan items as you see fit for that specific payment plan schedule. If you are concerned about surprise payments, you can make payments small increments for programs that have a substantial program fee.

1. Do you have an amount you want them to pay at check-out?
 - a. Choose At Reservation (Fixed Value) – Choose Dollar or Percentage Amount
 - b. Choose At Reservation (Standard) – Will collect whatever cost you have set in that session. Note: This will only work if the collection method in the session template is set to *Require only the deposit*. Otherwise, it will collect the entire amount at checkout.
2. The remainder of schedule payments can be scheduled by the following:

- a. On a specific Month/Day – if this date type is used and the date is in the past, it can mess with the payment plan schedule. Be sure the Month/Day will be within the dates the program is live and/or running.
 - b. 'X' days after reservation – choose number of days after their reservation that they need to make the next payment.
 - c. 'X' days before begin date – choose number of days before the program begins that a payment needs to be made.
 - d. Monthly based on remaining months before Paid in Full Due Date – choose day of the month – this will be based off the Paid in Full Date in your session and split the payments into how many months are left before the program begins.
 - e. On a specific date – this includes the year and would need to be updated annually.
3. The last payment should be the balance, choose the Date Type you want as the Last Scheduled Payment and put \$0 in the Amount.

Payment Plan Schedule

Create a schedule for this payment plan by adding a payment plan member for each date on which funds should be collected.

[Add a new breakpoint](#)

At Reservation (Standard)	At Reservation (Standard)	Edit
25.00 %	9/1	Edit
25.00 %	10/1	Edit
25.00 %	11/1	Edit
Balance	12/1	Edit

Communications

The payment plan will show up on their Finances page on the public side.

They will get this email before it is charged.

This email is to remind you that an automatic payment of \$291.00 is scheduled for 7/15/2023. This payment is intended for the following reservations:

Summer 2023 Private Lessons (Luna Bramley)

You do not need to do anything for this to occur. If your balance on this date is less than \$291.00, the payment amount will be reduced to the current balance. If the balance is paid in full, this scheduled payment will not be processed.

You may access your account by clicking [here](#).

If you have any questions, please contact BW Division of Community Learning at 4408262100 or send an email to dcl@bw.edu.

If it fails to go through, they will get the following email and UC will try again in 24 hours.

Your scheduled Credit Card Payment of \$50.00 was unsuccessful due to the following reason: requires_payment_method. It was intended for the following items:

TEST SESSION (Another Test)

This scheduled payment will be attempted again in 24 hours.

If you have questions please contact BW Division of Community Learning at 4408262100 or via email at dcl@bw.edu.

An attachment is included with this email.

If it fails again, they will get this email. From there they will need to go to this link or their account to update their card for it to process. Give customers 5-7 days to make updates. After that, you can send reminders.

Your credit card payment made on 7/14/2023 for \$50.00 was unsuccessful due to the following reason: requires_payment_method.

To reattempt payment, [click here](#)

Deleting or adding scheduled payments per account

Deleting a Scheduled Payment

1. Go into the account – Go to View Financial History

Account Detail #2761440

Account Summary

Primary Contact: **Primary Test**
 Account Balance: **\$0.00**
 Payments Scheduled: **\$0.00**
 Current Reservations: **1**

Common Tasks

 [Make / Record a Payment >>](#)

 [Make a Reservation >>](#)

 [View Financial History >>](#)

2. Under Finance Detail > Go to Scheduled/Anticipated Payments Tab > Open Tab

Common Tasks

 [Make / Record a Payment >>](#)

 [Print Financial Statement >>](#)

 [Payment Accounts >>](#)

 [Add Fees >>](#)

 [Manage Discounts >>](#)

 [View Donor History >>](#)

Reservation Fees

7/25/2023	  TEST SESSION (Primary)	\$	250.00	<input checked="" type="checkbox"/>	
-----------	--	----	--------	-------------------------------------	---

Sponsorship Charges

Total: \$ 250.00

Payments / Credits

7/21/2023	 Check Payment #0	\$	50.00	
7/25/2023	 Queued Credit Card Payment	\$	200.00	

Total: \$ 250.00

Scheduled / Anticipated Payments

Upcoming Payments

9/1/2023	Credit Card (Visa ****1111 exp 11/2026) (TEST SESSION - Primary Test)	\$	62.50	<input checked="" type="checkbox"/>
10/1/2023	Credit Card (Visa ****1111 exp 11/2026) (TEST SESSION - Primary Test)	\$	62.50	<input checked="" type="checkbox"/>
11/1/2023	Credit Card (Visa ****1111 exp 11/2026) (TEST SESSION - Primary Test)	\$	62.50	<input checked="" type="checkbox"/>
12/1/2023	Credit Card (Visa ****1111 exp 11/2026) (TEST SESSION - Primary Test)	\$	Balance	<input checked="" type="checkbox"/>

3. Find the upcoming payment you want to delete and choose the X to the right of that payment.
4. Choose OK to delete that scheduled payment.

Adding a Scheduled Payment

1. Go into the account.
2. Lower left click make / record a payment > choose their payment method.
3. On the next page, you can choose, "Make my payment on" and then enter the date you would like.
4. If you would like to specify where the payment applies, towards the bottom under additional options, check, "Specify how this payment should apply." You can then apply it towards specific reservations.

Payment Plan Reporting – Financial administrators get daily reports on successful or failed payments. They will be the first to notify you of a failed payment in your session. The UC Admin will run a monthly report to ensure that payments are processing properly. You will be notified if any of your registrants are having issues. If needed, here are reports you can run to ensure payment plans are funning smoothly.

7/28/2023 7:03:14 AM

Total Transactions: 5
Total Amount: \$1,370.00

Successful Transactions: 4
Successful Amount: \$1,320.00

Failed Transactions: 1
Failed Amount: \$50.00

Abandoned Payments

Account	Primary Contact	Amount	Reason
2761440	Primary Test	\$50.00	requires_payment_method

- Reports > Financial > Scheduled Payments

- Parameters should be current season or **exact dates** of your specific payment plans scheduled payments.
- Status – Choose Completed – This is where you can see all payments that went through successfully.
- Status – Choose Abandoned
 - Abandoned means that the payment did not go through. This is most likely because a family has paid of their balance early and the system abandoned charging due to a zero-dollar balance.
- Status – Choose Pending – this can be from not having the correct credit card on file.

- Reports > Financial > Account Balances

- Parameters can be Balance Type, Balance as of a date, and balances with reservations beginning date.
- This will show you all balances outstanding in the entire DCL.
- It will show you what amount of the balance is scheduled to be paid already and what amount is not in a scheduled payment.

- Reports > Session Roster > Filter to your program **OR** My Sessions > Click on the clipboard of your session.

- Parameters – lots of ways to filter this down by order date or balance number.
 - Be sure to have: Session Balance, Order Total, Session Fees, Options (if applicable)
- Search – here you can review or export this data to see where your registrants' balances are at.