

Payment Plan Frequently Asked Questions:

What can I open a payment plan for? Only Beginning I – Advanced II trainings (including taking the training via the Substitute Video) taking place in the United States may hold a payment plan. Review Videos, Auditing, and Webinars – including *Online Basic Principles of SE™*, are not able to hold a payment plan.

How much does it cost to open a payment plan? The cost associated with opening a payment plan is \$100. This is collected upfront in addition to the first installment to complete your registration.

How do I open a payment plan? Steps to register and set up a payment plan or use a special code when registering via your personal link:

1. Click the **personalized registration link** above.
2. Check to make sure the cohort location, time and date are correct on the top left of the training overview.
3. Click **Register Now** button on the top right-hand side or under the training date with the calendar icon.
4. A page will pop up with two payment options outlined in gray boxes **Registration or Registration (Payment Plan)** Please (**do not** select both register now and payment plan).
5. Choose the payment you wish to pay *NOTE: the payment plan is broken down into 4 payments with the first one including the \$100 transactions fees and payment plan set up fee. The next three payments will be divided by 4 from the total balance due and will be deducted each month, following the same day that you registered for the training.
6. Click **Redeem Item**.
7. An Order Summary page will be shown on the top right.
8. If you have a promo, scholarship, or savings code please insert into the **Click HERE to enter your promo code** box.
9. The balance will adjust after placing your promo code.
10. Click **Check Out**.
11. Fill out your personal information and answer all the questions (it will not allow you to check out unless you answer all the questions).
12. Check the acknowledgement boxes at the bottom.
13. Please double check your personal information details.
14. Scroll down to **Payment Information** and fill out your payment method and details.

15. Scroll back up until you see **Order Summary** and click on the **Pay button with the \$ amount due**.
16. A message will pop up letting you know that the Payment is complete.
17. You are now officially registered for the training.

I received a scholarship or discount; how do I apply that to my next training? Click on “**Click Here to Enter Promo Code**” if you have any discount codes or scholarship codes in the Order Summary box and then click “**Apply**”. Discount and scholarship codes MUST be applied at this point and cannot be retroactively applied to any completed or active registration or payment plan.

Can I change the date that my installments are taken out? Unfortunately, we cannot change this date once it is set.

How many installments does my payment plan have? Your payment plan will be broken up into 4 equal installments, with the first installment due at the time of opening the payment plan.

How does the \$100 administrative fee get factored into my payment plan installments? The one-time \$100 fee is collected simultaneously with the first installment. The \$100 fee does not affect the overall installment balance.

I need to change my payment method; how can I do that? If you have missed or failed your recent installment, you can click on the pay link included in the notice email you received. If this link does not work, please visit the [Contact](#) webpage and schedule an appointment. If you wish to change the payment method associated with your payment plan before your next scheduled installment, please visit our [Contact](#) webpage and submit a Support Request form.

I want to make my next installment ahead of schedule; How can I do that? If you would like to make your next installment ahead of schedule, please visit our [Contact](#) webpage and submit a Support Request form.

I think I missed my most recent installment; how can I complete this? You will receive an email when you miss your installment that contains a time sensitive pay link for you to make the installment. If you do not receive that email within 24 hours of missing your installment, please visit our [Contact](#) webpage and schedule an appointment.

How many active payment plans can I have at a time? You are allowed to have up to two (2) active payment plans at any given time. Please be advised, it is your responsibility to manage your finances when deciding to open multiple payment plans.

If I have multiple payment plans, can I pay for them one at a time? No. By opening a payment plan you agree to make the first installment plus pay the \$100 Administrative fee during checkout and are subject to the terms and conditions agreed upon prior to opening the payment schedule. All active payment plans run simultaneously, meaning that by opening multiple payment plans, you will have multiple installments due each month.

I have begun making payments but do not feel that I can continue making these payments; what are my options? You can submit a **Refund/Cancellation** form – available on our [Student Forms](#) webpage, at

any point if you do not feel that you can comfortably continue paying your installments. Your request will be subject to the policies available on the form. You may re-register later provided there is still space available in the training at the time of your request.

Is there somewhere I can log in to see a summary of my payment plan? Unfortunately, this is not currently something we have available. We are working to offer this in the future, however, in the interim if you visit our [Contact](#) page you can request a full summary of your payment schedule using our Support Request form.

I recently transferred to another training, and my payment schedule statement or invoice lists my old cohort; Which training are my installments going towards? When you open a payment schedule, it will be titled with the training you originally registered for. When you transfer, your funds and payment schedule internally transfer with you, but will keep the original title of the training they were opened under. For example, opening a payment schedule for *Beginning II – Boise, ID* and transferring to *Beginning II – Bozeman, MT* means the payment schedule keeps the original Boise, ID title on the invoice while the funds are applying towards Bozeman, MT.

I would like to pay my remaining balance in full ahead of schedule; How do I complete this? To pay your remaining payment schedule balance in full, please visit our [Contact](#) webpage to request your payment schedule invoice. We will then provide you with a link to your invoice where you can pay the remaining balance in full by clicking “**Pay**” in the upper right corner of your invoice and entering your payment information.

I was sent a pay link, but when I tried to use it the next day, I got a failed message; What happened? Our pay links have automated processes associated with them, which makes them time sensitive. If you are requesting a pay link for a missed installment, please be advised that the pay link needs to be used the same day it is received. Please visit our [Contact](#) page and schedule an appointment if you are unable to complete your installment.

I tried registering with a payment plan and was unable to select this option, why is that? As a non-profit, SEI is proud to offer payment plans. Payment plans are limited on a first come, first serve basis. If you are someone who started your training on a payment plan, but payment plans are not available when you register for your next module, please visit our [Contact](#) webpage and schedule an appointment for further assistance.

I recently got my payment plan(s) back in good standing and am unable to register for my next training. What do I do? Please visit our [Contact](#) webpage and schedule an appointment for further assistance.