

## Meredith College E-Bill Frequently Asked Questions

**What is Electronic billing (e-bill) and why use this method of delivery?** Electronic billing (e-bill) is a convenient, secure way of delivering statements to students. The College will roll out the e-bill process in July, 2011 for the fall semester bills in an effort to provide a paperless, streamlined delivery process to meet the needs of our students, reduce costs, and advance our sustainability efforts.

**How does the e-bill service work?** After you register, Meredith will send your charges to TMS Billing Services, where your bill will be stored for your reference. You may log on through a link on our website [www.meredith.edu/acct](http://www.meredith.edu/acct), which will take you to the TMS website to view your bill. You will be notified via your Meredith e-mail when a new bill is available.

**I'm a new student this year. How do I know my student ID and Meredith e-mail?** You will receive a letter at your home address with this information.

**There is a difference in my Meredith student account and the online bill. Why?** Your Meredith account is the account of record. If you send payment directly to the TMS lockbox (the remittance address on the bill), there will be a 24 hour delay from the time the payment is posted at the lockbox until it is posted to your Meredith student account. You will be able to access your account at TMS to verify that your payment has been processed.

**Why did Meredith decide to charge a fee for the use of credit cards?** Meredith is committed to providing students and their families several options for paying for their educational expenses. The credit card payment method is becoming prohibitively expensive because of the fees. This expense is paid by College tuition revenues and therefore reduces funds available for student services. In addition, we have elected the added security and convenience of online processing through a third party in order to increase security and convenience for online camcard deposits. Therefore, it has become necessary to charge a convenience fee to cover these costs.

**When will these changes become effective?** July 1, 2011.

**What credit cards does Meredith accept?** Meredith accepts MasterCard, American Express and Discover. Credit card payments can only be made online—they cannot be made over the phone, by mail or by email.

**Meredith accepted VISA in the past. Why not now?** VISA does not participate in any program that charges a convenience fee unless you also choose to charge a convenience fee for every payment method (check, cash).

**What other payment options are available to pay my tuition bill or put money on my camcard?** There remain other options to pay your account or put funds on your camcard with no fee to you:

1. In person by check, money order or cash in our office at 120 Johnson Hall. Our hours are Monday - Friday 8:00 am - 5 pm (hours may vary in the case of holidays or campus closings\*\*). We also have a secure drop box outside our office, which is available anytime Johnson hall is open.
2. By check or money order mailed to Meredith College, P O Box 842748, Boston, MA 02284-2748

**\*\* note summer hours – May 15 through August 5- office closes at 12:00 noon on Fridays**

**Can I make a credit card payment over the phone?** To maximize protection to your personal information, credit card payments cannot be made over the phone, by mail or by e-mail.

**Can I pay my tuition or put funds on my camcard in person using a credit card?** Yes, we have a computer in our office where you may log on to the web to make a credit card payment. We will not accept credit card payments at our front counter.

**If I make a credit card payment in error will my convenience fee be refunded?** No. The convenience fee is not refundable, even if the payment to which it relates is cancelled, refunded, credited or charged back.

**If I use my debit card to pay my student account charges, will I be charged the convenience fee?** Yes. If you use your debit card like a credit card to pay your student account charges, you will be charged the 2.99% convenience fee.

**Will the convenience fee that I am charged be included on my student account breakdown and statement?** No. The convenience fee is a fee assessed through TMS Billing Services. The convenience fee will not appear on your student account or on your statement.

**Are other colleges charging a convenience fee for credit card transactions?** Yes. Credit card convenience fees are not unique to Meredith. Many other colleges find it necessary to charge convenience fees for credit card transactions.

**Does Meredith offer any type of payment plan?** Yes, we offer a monthly payment plan which is administered by Tuition Management Systems. There is an enrollment fee to use the payment plan service. If you pay on time each month, you will not receive any late charges. You may pay by check or money order. You can also make payments using a credit card, and you will be assessed the convenience fee. ***Please be sure to have your Meredith student ID available when you enroll.***

**What if I have additional questions regarding billing, payments, and payment plans?** You may visit our website at [www.meredith.edu/acct](http://www.meredith.edu/acct) anytime, e-mail us at [accounting@meredith.edu](mailto:accounting@meredith.edu), or call us during business hours at (919) 760-8363.