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 paperless statements to students.

How does the e-bill service work? You will receive an e-mail notice whenever a new statement is issued. A link provided in the e-mail, through our website www.meredith.edu/acct, or through WebAdvisor will take you to the website to view your statement. Once you are done viewing or paying, you may electronically file the statement. It will still be available for viewing should you need it later.

I'm a new student this year. How do I know my student ID, user ID and Meredith e-mail? You will receive a letter at your home address from Technology Services with this information in early summer.

What if I don't remember my e-bill user name/password? Students: your e-bill username is the same as your Meredith e-mail username. Your password will be different. If you forget your password, enter your user ID and select “Forgot Password” option on the login screen.

I'm a parent who pays my student's bill. How can I receive notice of statements? Students can add anyone they wish to view their account using the shared access option. Login and select “Shared Access” from the “My Profile” tab on the home page. Once added, you will receive a notice whenever a new statement is generated.

There is a difference in my Meredith student account and my e-bill. Why? Keep in mind that the e-bill is an electronic statement as of the statement date. E-statements are sent several times per semester in order to provide you with updates. Loans, payments, etc. posted to your account after the statement date will not appear on your e-statement until the next update. There are several options for making payment to your account: however, since the e-statement presentation is a static view, payments or other changes are not always available for viewing online. Contact the Accounting Office anytime you have questions.

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. You may pay online with a credit card at either the e-bill site or through the payment gateway (www.afford.com). There is a 2.99% fee to pay via credit or debit card.

What other payment options are available to pay my tuition and fees? There are other options to pay your account with no fee to you. You will not be charged a fee for online payments made through a checking account. You may still pay in person by check, money order or cash in our office during business hours at 120 Johnson Hall. We also have a secure drop box outside our office, which is available anytime Johnson Hall is open. And, you can mail your check to us at 3800 Hillsborough Street, Raleigh, NC 27607, attention: Accounting Office. Payments delivered to our office will appear on the next e-bill.

I'm an international student. Do you have a method for me to make payment? Meredith offers an innovative and streamlined method through peerTransfer to make international wires for tuition payments. It's fast, simple and cost effective from any country anytime in your home currency. Visit our website for more details.

Does Meredith offer a payment plan? Yes, we offer a monthly payment plan for the fall and spring semesters, 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. Enrollment can be completed online at www.afford.com, or by calling 1-800-356-8329. To ensure that your monthly payments are applied correctly to your account, please be sure to have your Meredith student ID available when you enroll.

I don't remember the link to the e-bill site. How can I find it? You can find information about accessing your e-bill or making payments from our website at www.meredith.edu/acct and click on 'Billing and Payment Information'.

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