# Frequently Asked Questions Regarding Tuition and Fee Payments (Effective June 5, 2007)

1. **When do the new payment procedures go into effect and what do they encompass?**

   The new payment procedures take effect June 5, 2007 and pertain to tuition and fee payments. The University will not accept credit card payments directly or by mail for the payment of tuition and fees, that appear on your bill. Credit card payments can only be made via your E-SIMS account and will be processed by our vendor. You can pay your tuition and fees through June 4, 2007 without a convenience fee.

   You will be charged a convenience fee based on your registration in addition to tuition and fees for this service by our vendor. **(These fees are non-refundable).** No fee will be charged for e-check payments.

2. **What types of credit cards are accepted?**

   MasterCard, Visa, Discover and American Express are accepted.

3. **What are the available methods for paying by credit card?**

   Starting June 5, 2007, credit card payments can only be made online. Credit card payments will no longer be accepted in person by the cashiers at any of the Bursar Windows and will no longer be accepted by mail.

4. **As a student, how do I pay online?**

   Log on your E-SIMS account and enter your student ID and pin number. Select the Tab where you view your bill. Then click on the pay now button to make your payment.

5. **Can I still pay online if I forget my pin number for your e-Sims account?**

   No, you must first have your pin number reset at the HUB, Room 2A-106.

6. **Will I be charged a convenience fee when I pay by credit card?**

   Yes, a convenience fee based on your registration will be charged in addition to tuition and fees. The convenience charge can range from $13 - $171 depending on the amount charged.

**7. Due to the convenience fee, when paying by credit card, what amount will I see on my credit card statement and what amount will I see on my student account?**

For example, let's say you are making a $510.00 payment, you will be charged a convenience fee of $13.55 by EDS in addition to tuition and fees. At the time of the transaction, the vendor will automatically take the convenience fee of $13.55 and $510.00 is the amount that will appear on your tuition account. Your credit card statement will show a "Payment" of $510.00 and a "Vendor Service Fee Charge" of $13.55.

**8. When will I get confirmation that the payment went through?**

Once the transaction is complete, EDS will issue a confirmation number and email this to an email address provided by the student. All online payments are batch processed and loaded into E-SIMS the next business day after the transaction occurred. Students are informed of credit card rejections immediately upon submission of the transaction.

**9. Can someone else pay my tuition for me?**

Yes, someone else can pay online for you; however they must be able to access your E-SIMS account in order to do this.

**10. Will I get a receipt in the mail?**

No, you will not receive a receipt in the mail. You will receive an email confirmation from EDS after the payment is submitted. You can obtain a copy of your bill any time after the next business day at The HUB (2A-106) or the Bursar (2A-105). Or you can print a copy of your bill on E-SIMS.

**11. I have registered for classes by have not received a bill. Can I make an online payment?**

A student can make an online payment at any point after they register, up until their bill due date.

**12. If I don't pay the convenience fee, what are my other payment options?**

a) Pay by electronic check online. Similar to a debit card, e-check electronically debits a checking or savings account. Log onto your E-SIMS account and enter your student ID and pin number. Select the Pay Now Tab where you can pay via credit card or electronic check. If you are paying by Electronic Check, you must enter your bank routing and checking or savings account number. DO NOT enter your debit card as a credit card, or you will be charged a convenience fee. Once, you click the

button, you will be taken to the Colleges ePayment Processing Website, where you can make a payment that will be posted to your account the following day. Note: only checking and savings accounts can be used. **There is no fee for this option.**

b) Pay by check or money order mailed to the College of Staten Island, Bursar's Office, 2800 Victory Blvd., Room 2A-105, Staten Island, NY 10314. There is no fee for this option. Remember the College must receive your payment by your due date.
c) Pay by cash, check or money order at any of the Bursar Office windows.
d) Sign up for a payment plan.

**13. How do I sign up for a payment plan?**

Pay your bill by making a monthly payment through the Universities Tuition Pay Program for an $18.00 application fee. You can make monthly payments using the Tuition Pay Program. If you sign up by July 30, 2007 you can use a credit card, e-check or check to pay your tuition. If you sign up after July 30, 2007 your first payment must be check or money order only. Subsequent payments can be made by check, money order or credit card. To sign up for this program go to www.tuitionpay.com/cuny, call (866) 267-CUNY or if you are signing up after July 30, 2007 you must come to the Bursar's Office 2A-105.

**14. Why is this credit card policy with convenience fees being implemented?**

CUNY has found that paying by credit card has become prohibitively expensive because of the fees charged to CUNY for processing credit card transactions. This expense is paid by CUNY out of tuition revenues collected from students and therefore reduces the tuition dollars available for academic programs and services for all students. Whether or not a student uses a credit card for tuition payments, the student's tuition is used to pay the increasing fees charged by credit card companies for those students who pay tuition with credit cards.