

Temple University's E-Billing

All Temple University students receive tuition bills electronically.

What are e-bills?

E-bills are online billing statements that display tuition, fees, financial aid, and payments. E-bills are available on TUpay, Temple's online billing and payment system.

How does e-billing work?

You are notified by email when your e-bill is available. **The email is sent to your TUm ail account.** If you have authorized other payers in TUpay (such as your company) and they have listed an e-mail address in TUpay, they will also receive an email when your bill is available.

How can I pay my e-bill?

There are three methods for payment:

1) Through TUpay

You may pay your tuition statement using an e-check or credit card.

- **E-check** is a fast, secure method to pay your bill electronically using a checking or savings account. **There is no convenience fee when paying by e-check.**
- **Credit Card:** American Express, Discover, MasterCard, and Visa are accepted. If you pay with a credit card, you will be assessed a non-refundable 2.75% convenience fee.

2) By mail

1. Print a copy of your bill, then detach the payment remittance form at the bottom.
2. Write a check made payable to Temple University. **Include your TU ID on the memo line at the bottom of the check.**
3. Send the check and the bill remittance form to: Temple University Ambler, Bursar's Office, 580 Meetinghouse Rd., Ambler, PA 19002.

3) In person

Cash or checks are accepted at all Temple Bursar locations, including Temple University Ambler, Bursar's Office, 580 Meetinghouse Rd., Ambler, PA 19002.

Can I mail my payment?

Yes (see directions above). We encourage you to pay online with an electronic check, since there is no charge for e-check payments.

Does Temple have an installment plan?

Temple offers deferred payment and installment payment plans during the fall and spring semesters, but these plans are only available to students who participate in Priority Registration. Please refer to the RAQA website concerning RAQA registration procedures and tuition bill due dates. This information varies each semester and is published under **Schedule Notes**.

What are the benefits of e-billing?

- Privacy - the bill is available on a website that does not list grades;
- You are automatically notified through your TUmial account when your bill is available;
- Convenient access - your bill is available 24/7;
- Tuition bill information is secure and confidential. Only you and those you authorize can see your e-bills and payment history.
- You can access your billing history for up to 16 months. Your payment history is available for past semesters;
- If you use third party billing, authorized payers can receive email notification when your e-bill is available.

How do I access my e-bill?

Log into TUpay (<http://tupay.temple.edu/>)

Enter your AccessNet username and password.

Click **Most Recent Statement** from the menu on the left to view your most recent bill.

Click **PDF Printable Statement** to print a copy of your bill.

How do I authorize my company or others to view and/or pay my e-bills?

Go to TUpay and select **Authorized Payer**. Complete the requested information to create a user name and password. **Be sure to include an email address to ensure your authorized payer will receive an email when e-bills are available.** Remember to give your authorized payers their username and password.

How do authorized payers access my e-bill?

Authorized payers log into TUpay, then select **Most Recent Statement** from the menu on the left to view the most recent bill. They click **PDF Printable Statement** to print a copy of your bill.

What do I do if I forget my password?

Visit <http://accounts.temple.edu> to reset your password or contact the Temple Help Desk at 215.204.8000 (or at help@temple.edu). Sorry, but the RAQA Office cannot reset passwords.

Can I receive a paper bill?

No. Only e-bills are issued by Temple University. You can print a copy of your bill by selecting **Most Recent Statement**, then clicking **PDF Printable Statement**.

How can I get a copy of my bill for my employer or sponsor?

You have two options:

- 1) Print the e-bill and provide it to your employer or sponsor.
- 2) Designate your employer or sponsor as an authorized payer. (This can be done only if your company accepts third-party billing.) **Make sure you include their e-mail address, and they will receive e-mail notification when the bill is available.**

Can I wait until the end of the semester to pay my bill?

Temple University expects payment by the designated due date. If you miss the due date, a \$100 late fee will be assessed.

Can I use my personal email or work email instead of a TUmail account?

No. You must have a TUmail account to access your tuition statement. You can forward your TUmail account to your work or personal email (follow directions on TUmail to do this.)

When are late fees imposed?

Students are expected to register for a course before the first class meeting. Late fees can be imposed when students register after the first class. Late fees are imposed when students miss the payment due date.

How do I activate my TUmail account?

When new students are officially registered by the RAQA Office, they will receive an email confirmation that include directions for activating TUmail.

How late may I drop a course and still get a complete refund?

If you are taking a **weeknight course**, you must drop **before the third class meeting** to receive a complete refund.

If you are taking a **weekend course**, you must drop **before the second class meeting** to receive a complete refund.

Sorry, but if you drop after these dates, you will not receive a refund for tuition, and the University will continue to send you bills for the semester.

You must submit the RAQA Course Withdrawal Form to drop a course. You will receive written confirmation from the RAQA Office that your course was dropped:

http://www.temple.edu/pharmacy_qara/pdf/DropCourseForm.pdf