

Frequently Asked Questions

Q I pay my tuition using the AMS payment plan. How will E-Billing affect this?

A Once you have signed up for the AMS program, you will receive printed bills from AMS according to the budget you have established. Any remaining payments for the term will appear on the E-Bill as anticipated credits. You need to review your Columbia E-Bill to ensure that your AMS budget covers all of your expenses. When additional charges appear on your Columbia E-Bill (such as Flex account charges), you must pay that balance directly to Columbia.

Q May I still receive a paper bill?

A Columbia University has designated E-Billing as the official system for distributing student account statements; therefore, no other method of billing is in use.

If a student or the person primarily responsible for paying tuition is unable to use the E-Billing system for a specific reason, a student may appeal to receive paper bills each term by submitting a Paper Bill Request Form, available via Student Services Online (SSOL).

Simply preferring to receive paper bills is not considered reason enough to be converted to a manual, paper billing process.

Q Can I see immediate account charges or credits on the E-Billing website?

A No. The E-Billing system delivers the current bill electronically. Please see "An Important Note about your Bill" inside.

Q I do not feel comfortable making payments online. How should I pay my bill?

A You can still view the student account statement online without having to make online payments. Your best option is to print the bill and mail in your payment to the address on the printed bill. Other payment options can be found on the SFS

website (www.columbia.edu/cu/sfs/payments.html). We hope that you will try the online payment feature of the Columbia E-Billing system. It is quick, convenient, secure (certified by VeriSign, the nation's largest online payment verification provider), and you won't have to pay postage or check fees.

Q Do I need a certain type of computer, software or web browser to use E-Billing?

A You can use the Columbia E-Billing system from any Macintosh or PC running Microsoft Internet Explorer 5.0 or newer, or Netscape Navigator 6.0 or newer.

Q I don't have a Columbia email account. How will I get my E-Bill?

A All students at Columbia University are required to establish an official University email account. To set up your official email account, please go to www.columbia.edu/acis/accounts/create/current.html. University policy requires all students to regularly check messages sent to their official Columbia email address.

Q Do you accept credit cards?

A Columbia University does not accept credit card payments through the E-Billing system. However, students who wish to use a credit card to make payments may do so by using a Columbia-approved vendor called PhoneCharge, either online or by phone.

Please note that there is a convenience fee associated with using this service that will be billed for each credit card payment. For more information, see "Payment Methods" on the Student Financial Services website (www.columbia.edu/cu/sfs/payments.html) or call PhoneCharge at 877-737-6977 or 203-732-7639. MasterCard, Discover, and American Express are accepted.



COLUMBIA UNIVERSITY
STUDENT FINANCIAL SERVICES

GUIDE TO E-BILLING

2005-2006

Contact Us

For answers to your questions, please visit:
askus.columbia.edu

Columbia University, Morningside Campus
Student Financial Services
212-854-4206
9 am – 5 pm, Monday – Friday

Columbia University Medical Center
Student Administrative Services
212-305-3633
9 am – 4:30 pm, Monday – Friday

www.columbia.edu/cu/sfs

Welcome to Columbia University's E-Billing system. E-Billing is the University's official method of distributing the student account statement, and allows for quick, simple, online access to the bill.

The Columbia E-Billing system is easy to use, secure and convenient. Here are some of its features and benefits:

- 24x7 access, from anywhere with an Internet connection
- Up to 12 months of statements and complete online payment history available
- Optional feature: Online payments can be made directly from a bank account – no need for postage or checks (for other payment methods, see "Payment Options" inside this brochure)
- Ability for students to enable "Authorized Payers" to view the bill and make online payments on their behalf
- Easy printing of statements
- Automatic and free enrollment in the system

The E-Billing system provides significant benefits to the Columbia community. We are available to assist you with questions or concerns about E-Billing, or any other financial issues at Columbia. Please see the back of this brochure for our contact information.

Sincerely,

Michelle H. Brown-Nevers, Ed.D.
Assistant Vice President
Columbia University
Student Financial Services

How E-Billing Works

- An email from Student Financial Services announcing that the student account statement is ready to be viewed/paid online will be sent to the official student email address. This will be sent up to 11 times a year, whenever there is activity on the account.
- If you are a student, the link will take you to Student Services Online (SSOL) — a handy online tool for access to your account, class schedule, records, financial aid, and more — where you can safely log in to the E-Billing website with your University Network ID and password.
- Once on the E-Billing site, students may set up parents, spouses, partners or others as Authorized Payers who will have access to view the statement and make online payments (see section on Authorized Payers).
- If you are an Authorized Payer (set up in advance by a student) the link will take you directly to the E-Billing website, where you can securely log in by typing in your user name and password.
- Once logged in, all E-Billing users will be on the "Message Board" of the E-Billing site. Important information from Columbia will be posted to this page, so please review it.
- Click on "View Accounts" to see the current student account statement.
- To make payments, click "Make Payment."
- To print the bill, click on the PDF icon on the "View Accounts" screen. This copy can be used for records-keeping, or for mailing payments to Columbia (address is on the PDF). You can also print any screen by clicking the print icon on your browser toolbar.

An Important Note about Your Bill

The E-Bill is a "snapshot" of the charges, credits and anticipated credits to the student account, as of a specific date. This information is updated each billing cycle, whenever there is activity on the account. The E-Bill does not reflect changes to the account that occur daily between billing cycles. To see that information, students may go to Student Services Online (<https://ssol.columbia.edu>) to see their account detail.

Payment Options

E-Check

One of the best features of E-Billing is the ability to make payments, simply and securely, from one website. To make an online payment by the E-Check method, simply click "Make Payment" on the left-hand navigation bar. E-Check is an online, automated way to debit a bank account directly. Simply follow the directions online. Each time an online payment is made by a student or Authorized Payer, an email with a confirmation number will be sent, usually within one business day.

Personal Check or Money Order

To pay by personal check or money order, print the bill by clicking the PDF icon on the "View Accounts" screen, cut off the top portion of the statement, and mail the payment and statement stub to the address on the PDF (Columbia University, P.O. Box 1385, New York, NY, 10008-1385).

Non-U.S. Banks and Currency

Please note that E-Checks can only draw on U.S. funds from domestic banks. The preferred method of payment for students from outside the U.S. is to wire payments to Columbia. For details, please see the "Payment Methods" section of the SFS website (www.columbia.edu/cu/sfs/PayByWire.html).

Authorized Payers

The E-Billing program makes it easy for students to authorize other people to view their bill or make payments to their account. On the E-Billing website, Authorized Payers can:

- View the student account statement and up to 12 months of statement history
- View a record of online payments (please note that Authorized Payers can only see a record of their own online payments)
- Make payments to the student account (see "Payment Options" above)
- Print a copy of the statement for sending payments by mail or for records-keeping

How Students Can Set Up Authorized Payers on their Accounts

- Log in to the Columbia E-Billing site via Student Services Online (<https://ssol.columbia.edu>) and click on "Authorize Payer" on the navigation bar.
- Follow the online instructions to create a user name and temporary password for each Authorized Payer. (The temporary password should be changed by the Authorized Payer when s/he first logs in to the site.)
- Contact the people you have set up as Authorized Payers, and direct them to the E-Billing site: (<https://quikpayasp.com/columbia/tuition/authorized.do>). **Be sure to give them the user name and temporary password that you created. The Authorized Payer will be prompted to change this password upon login, and should verify the email address in "User Preferences."**
- Each billing cycle, both the student and any Authorized Payer will receive an email notifying them that the E-Bill is ready. Students access the E-Billing website via SSOL; Authorized Payers receive a link in their email that takes them directly to an E-Billing log-in page. This ensures the privacy of student information on SSOL, such as class schedules and grades.