

November, 2008

Dear Graduate Center Student:

The City University of New York is committed to providing students and their families with a range of options for paying their tuition bills. However, CUNY has changed the procedure for those students choosing to use a credit card to pay tuition in order to offset the cost of this service. This policy is similar to that of many colleges and universities that accept credit cards for tuition payments.

Under the new policy, you may choose to pay your tuition charges online through Banner Student Web using a MasterCard, American Express or Discover card. Please be aware that, when doing so, a non-refundable convenience fee will be charged to your account in addition to your tuition and fees. Visa will not be accepted for tuition and fee payments. Also, please be aware that **credit card payments will no longer be accepted by mail, fax, phone or at the Bursar's Office window.**

You may also pay your bill with an e-check payment. E-check electronically debits your checking or savings account. E-check payments may be made using Banner Student Web. No fee is charged for an e-check transaction.

The Graduate Center continues to provide a tuition payment plan option by offering an interest free payment plan via the TuitionPay Plan. You can log on at www.tuitionpay.com/cuny for more information. TuitionPay Plan is not a University site. TuitionPay Plan is a third party vendor.

Details on payment options are printed below or may be obtained by calling the Bursar's Office at (212) 817-7680 (1) or at the Bursar's Office window, Room 8105.

We anticipate making this change beginning January 1, 2009.

Sincerely,

Stuart Shor
Assistant Vice President for Finance

Tuition Payment Options

- 1) Pay using a check or money order by mail to:

The Graduate Center
Bursar's Office – 8th Floor
365 Fifth Avenue
New York, N.Y. 10016

- 2) Pay in person by check, money order or cash at the Bursar's window. The Bursar's Office is located in room 8105. The Bursar's Office is open from Monday through Friday, from 9:00 AM to 5:00PM.
- 3) Pay by Electronic Check – Electronic Fund Transfer payments (e-checks) will only be accepted through Banner Student Web where you will be presented with a tuition and fee bill. Please have your bank account and routing numbers available when making your online payment. There is no fee for this payment method.
- 4) Pay by MasterCard, American Express or Discover card through Banner Student Web. Prior to the completion of the transaction, you will be informed of a non-refundable convenience fee charge (2.65%) that will be added to the amount of your bill. This convenience fee will be retained by EDS, the University's Third Party credit card processor, **not** the Graduate Center.
- 5) Pay your bill by making monthly payments through the TuitionPay Plan for an \$18.00 application fee. To sign up for this program go to www.tuitionpay.com/cuny, or call (866) 267-CUNY. TuitionPay Plan is a third party vendor.

Frequently Asked Questions Regarding Tuition and Fee Payments

1. Can I pay my tuition bill with a credit card?

Yes. Credit card payments can only be made via Banner Student Web and will be processed by the University's Third Party credit card processor. You will be charged a non-refundable convenience fee (2.65%) in addition to the tuition and fees. The Graduate Center cannot and will **not** accept credit card payments for tuition and fees by mail, phone, fax or directly at the Bursar's window.

2. What types of credit cards are accepted?

MasterCard, American Express and the Discover card will be accepted.

3. Can I pay my tuition and fees with a debit card?

No. The University's Third Party processor does not utilize the PIN-based debit card network.

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

For payment of Tuition and Fee bill –

- Log onto Banner Student Web. Click on to Login Secure Area. Provide your banner ID and Pin # and follow the appropriate link for payment.

For payment of Non-Instructional and Other Fees (Application Fee, Duplicate Diploma Fee, Dissertation Fee, Readmission Fee or Transcript Fee) –

- Log onto Banner Student Web. Look for Non-Instructional and Other Fees Payment link.

5. Can I still pay online if I forget my pin number for my Banner Student Web account?

For payment of Tuition and Fee bills you will need to enter your pin #. If you forgot your pin number, you must either go in person to the Registrar's Office or fax a signed request to have your pin number reset. The fax must include your email address. The fax number is (212) 817-1627.

To pay for Non-instructional and Other Fees you do not need a pin number.

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

Once the payment transaction is completed, you will receive a confirmation number. All online payments are recorded into Banner Student Web. Students are informed of credit card rejections immediately upon submission of the transaction.

7. Will I get a receipt in the mail?

For payment of Tuition and Fee bill –

- No. You will not receive a receipt in the mail. However, you will have the

option of printing your confirmation number once the transaction is completed.

For payment of Non-Instructional and Other Fees (Application Fee, Duplicate Diploma Fee, Dissertation Fee, Readmission Fee or Transcript Fee) –

- Yes. You will have the option to provide your email address. Your confirmation number will be emailed to your email address. You will also have the option of printing your confirmation number once the transaction is completed.

8. I have registered for classes but have not received a bill. Can I make an online payment?

Yes. A student can make an online payment at any point after they register.

9. If I don't pay by credit card, what are my other payment options?

- a) Electronic Check – Pay online using Banner Student Web. Refer to question #4. There is no convenience fee charge for Electronic Check transactions.
- b) By Mail - Checks or Money Orders can be mailed to:
**The Graduate School and University Center,
Bursar's Office – Room 8105,
365 Fifth Avenue,
New York, N.Y. 10016.**
- c) In Person - Pay by cash, check or money order at the Bursar Office window.
- d) Payment Plan - Pay your bill by making a monthly payment through the TuitionPay Plan (third party vendor). Participation in this program requires an application fee of \$18.00.

10. How do I sign up for a TuitionPay Plan?

To sign up for the plan go to www.tuitionpay.com/cuny, or call (866) 267-CUNY. TuitionPay Plan is a third party vendor.

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

CUNY has found that accepting tuition payment 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 the operating budget thus reducing the funds available for academic programs and services for all students.