

IMPORTANT NEWS REGARDING CHANGES IN BILLING AND PAYMENT PROCEDURES

Dear Duquesne Student:

In the near future, Duquesne will be implementing a new email/web based system for University billing and payments. This new system will eventually facilitate online, realtime account inquiry and electronic payment.

In the area of billing, the new system will notify you via your Duquesne email account when your online bill is ready and provide you with a link to your Web Advisor account, where you can view and print your bill. Additionally, you will have the ability to authorize access to your student account online via the creation of a guest account secured by a user ID and password. **Your Duquesne email account will be the official channel through which you receive notification regarding your billing.** During the first few months of this new process you will continue to receive your bill through both the US mail and electronically. Effective in October, eBill will be the only method by which you will receive your bill.

With respect to electronic payment, the University will begin to accept eChecks as a method of payment. Rather than writing a traditional check from your checking account, you will be able to process one electronically through your Web Advisor portal. The eCheck program is provided at no cost to you.

Due to the escalating cost of processing credit card charges, effective with the advent of the eCheck option (anticipated for early to mid-June), **the University will no longer directly accept credit card payments for tuition, fees, room and board.** Credit card fees cost the University in excess of \$400,000 annually. The convenience of credit card usage comes at the cost of academic programs and services for all students, regardless of whether or not they use a credit card for tuition payments. In order to provide the greatest level of service and flexibility to you, Duquesne University has contracted with a third-party vendor to accept credit card payments with a service fee of 2.55%. This service fee program is just as easy to use as the eCheck program (i.e. via the Web Advisor portal link to the third-party processor who will only accept Discover Card and MasterCard). At this time, VISA is not a participant of the service fee program.

Please note: The University will no longer accept credit payments through the mail, in person, or over the phone. Traditional checks will continue to be accepted by mail.

Over the next two months you will receive additional information about the new billing and payment procedures being implemented by Duquesne University. We are very excited to be able to offer a new level of service and convenience to our students.

Student Accounts Office

www.controller.duq.edu/stuacct.html



WWW.WEBADVISOR.DUQ.EDU

 DUQUESNE
UNIVERSITY

 DUQUESNE
UNIVERSITY
600 FORBES AVENUE
PITTSBURGH, PA 15282

IMPORTANT NEWS REGARDING
BILLING AND PAYMENT PROCEDURES!

Non-Profit Org.
U.S. Postage
PAID
Permit No. 390
Pittsburgh, PA