

## 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 budgeted 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 and, if there is still a balance due, or if additional charges appear (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 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-Bill reflects transactions to the student account made before the issue date of the E-Bill. Please see "An Important Note About Your Bill."

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

**A** You can still view the E-Bill online without having to make online payments. Your best option is to print the E-Bill and mail in your

payment to the address on the printed bill. See "Payments" section of the Student Financial Services website: [www.columbia.edu/cu/sfs/payments.html](http://www.columbia.edu/cu/sfs/payments.html) for other payment options.

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 higher, or Netscape Navigator 6.0 or higher.

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

**A** All students are required to establish an official Columbia University email account. To set up your official email account, please go to [uni.columbia.edu](http://uni.columbia.edu). University policy requires all students to check their official Columbia email address regularly for important information.

**Q Do you accept credit cards?**

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

Please note that there is a convenience fee associated with using this service that will be charged to your credit card for each payment made. For more information, see "Payments" on the Student Financial Services website: [www.columbia.edu/cu/sfs/payments.html](http://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

### Contact Us

For answers to your questions, please visit:  
[askus.columbia.edu](http://askus.columbia.edu)

Columbia University, Morningside Campus  
Student Financial Services  
212-854-4206  
9 am – 5 pm, Monday – Friday  
[www.columbia.edu/cu/sfs](http://www.columbia.edu/cu/sfs)

Columbia University Medical Center  
Student Administrative Services  
212-342-4790  
9 am – 4:30 pm, Monday – Friday  
[cumc.columbia.edu/student/admin/](http://cumc.columbia.edu/student/admin/)

E-billing is Columbia University's official method of distributing the student account statement.

The Columbia E-Billing system is easy to use, secure and convenient. It provides for quick, simple, online access to the bill. Some of the features and benefits are:

- 24x7 access from anywhere with an Internet connection
- Access to all E-Bills from the past 12 months
- Complete E-Check payment history available
- Optional feature: Online payments directly from a U.S. checking or savings account – no need for postage or checks  
*See Payment Options section for other payment methods*
- Ability for students to designate Authorized Payers to view the E-Bill and make online payments on their behalf
- Easy printing of E-Bills
- Free automatic enrollment in the system

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 contact information.

### 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. The E-Bill is not updated between billing cycles. Students can view their current balance and account details between billing cycles through Student Services Online: [ssol.columbia.edu](http://ssol.columbia.edu).

## How E-Billing Works

- E-Bills are generated periodically for students who have had new activity since the prior E-Bill, or carry a credit or debit balance.
- An email from Student Financial Services announcing that the E-Bill is ready to be viewed/paid online will be sent to the student's Columbia University email address and to any designated Authorized Payers.
- If you are a student, the link will take you to Student Services Online (SSOL) — a handy tool for access to your E-Bill, student account, financial aid, registration and more —where you can safely log in using your University Network ID and password. Once on the E-Billing site, students may set up parents, spouses, partners or others as Authorized Payers. *See Authorized Payers section for instructions.*
- If you are a designated Authorized Payer, the link will take you directly to the E-Billing website where you can securely log in with the user name and password created by the student. *See Authorized Payers section for more information.*
- Once logged in, all users will be on the "Message Board" of the E-Billing site. Columbia will post important information to this page, so please review it each time you log in.
- Click on "View Accounts" to see the current E-Bill.
- Click on "Make Payment" to pay your bill online.
- To print the E-Bill, click on the PDF icon on the "View Accounts" screen. The PDF version should be used for mailing payments to Columbia (address is on the PDF). To print a copy of any screen, click the print icon on your browser toolbar.

## Payment Options

### E-Check

E-Check is a way to make online payments simply and securely by debiting your U.S. checking or savings account. To make an online payment by the E-Check method, click the "Make Payment" option on the left-hand navigation bar of the E-Billing website and follow the directions. Each time an online payment is made, an email with a confirmation number will be sent to the payer, usually within one business day.

### Personal Check

To pay by personal check, print the E-Bill by clicking the PDF icon on the "View Accounts" screen of the E-Billing website, cut off the top portion of the bill and mail it along with your payment to the address printed on the PDF.

### Other Payment Methods

To view other payment options, please go to the "Payments" section of the Student Financial Services website: [www.columbia.edu/cu/sfs/payments.html](http://www.columbia.edu/cu/sfs/payments.html).

### Please Note:

If you cannot make payment in U.S. dollars drawn on a U.S. bank account, the University recommends you send payment via wire transfer. For more information, please see the "Payments" section of the SFS website: [www.columbia.edu/cu/sfs/payments.html](http://www.columbia.edu/cu/sfs/payments.html).

## Authorized Payers

The E-Billing system makes it easy for students to authorize other people to view their E-Bill and/or make payments to their account. Authorized Payers have access to all of the E-Bill features and benefits; however, Authorized Payers can only see their own E-Check payments through the online payment history feature.

Students access the E-Billing website via SSOL, whereas Authorized Payers access the E-Billing website directly via the link provided in the email from Student Financial Services. This ensures that SSOL information is not accessible to Authorized Payers.

### How Students Can Set Up Authorized Payers on their Accounts

- Log in to the Columbia E-Billing website via Student Services Online: [ssol.columbia.edu](http://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: [quikpayasp.com/columbia/tuition/authorized.do](http://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 time an E-Bill is generated, both the student and any designated Authorized Payers will be sent an email notifying them that the E-Bill is ready to be viewed/paid online.