

Frequently Asked Questions

CONVENIENCE FEE AND TUITION, HOUSING, MEALS AND FEES BILLING

1. How can I pay via credit Card?

Credit card payments will only be accepted via the Wilkes webpage:

To make a payment> Log on to www.wilkes.edu

Choose Current Student

Enter username and password

Choose Student Services

Choose Pay on Account

(If you do not have the above sign-in information call 1-800-WILKES-4357)

No tuition credit card payments will be processed in person or over the phone

Payment via Credit/Debit card with MasterCard, Discover and American Express will be assessed a 2.75% non-refundable convenience fee by the credit card processor based on the amount charges. This convenience fee will be added to your total credit card payment

2. Why is VISA not accepted?

VISA's rules will not permit the credit card processor to charge a percentage convenience fee, and would require the University to charge the same fee for e-check transactions as well.

3. Why is this credit card policy with convenience fees in place?

The University has found that paying by credit card has become prohibitively expensive, because of the fees charged to Wilkes University for the credit card processing transactions. Wilkes has elected to charge that fee to those who take advantage of the convenience offered by credit card payments, rather than passing that charge on to all students.

4. How was the 2.75% non-refundable rate determined?

The rate was determined by our credit card processor. The University is not accepting credit card payments directly; they are being accepted by our vendor who is charging a convenience fee for the service.

5. When paying by credit card, what amount will I see on my credit card statements and what amount will I see on my student account?

For example, if you make a \$1,000 payment, you will be charged a convenience fee of \$27.50 by our credit card provider in addition to the tuition and fees for the total payment of \$1,027.50.

At the time of the transaction, the credit card provider will automatically take the convenience fee of \$27.50.

The payment of \$1,000 will be posted to your Wilkes account.(Payments are posted as soon as the transaction is approved.)

Your credit card statement will show a "Wilkes Tuition Payment" of \$1,000 and a "Vendor Service Fee Charge" of \$27.50

Other payment options include cash, checks and electronic funds transfer (EFT) will continue to be offered with no additional processing costs).

To make a payment by electronic checks via the web follow the instructions in item 1.

(Note: only checking and savings accounts can be used)

Payments can be made by Checks or Cash in person at Student Service desk located in the UCOM building at 169 South Main Street, Monday thru Friday during the hours of 8:30 to 4:30.

Checks also can be mailed to the following addresses:

Wilkes University- Student
Student Lockbox #54693
P.O. Box 8500
Philadelphia, Pa 19178-4693

Wilkes University
Attn. Student Services
84 West South Street
Wilkes Barre Pa 18766

EFT payments: to obtain instructions, please contact the Controller's Office at 570-408-4654. Your WIN number must be included on the transfer.

7. Can I pay my tuition, housing, meal and fees bill via a payment plan?

YES, The Installment Payment Plan allows for the tuition and fees and related charges balance to be divided into manageable monthly payments. Enrollment for the installment payment plan must be completed at the beginning of each semester and a \$25.00 per semester fee will be charged. The payments for the Fall and Spring semesters will be five (5) equal installments and the Summer semester will be three (3).

To enroll in the Installment Payment Plan:

Log on to www.wilkes.edu

Choose Current Student

Enter username and password

Choose Student Services

Choose Pay on Account

(If you do not have the above sign-in information call 1-800-WILKES-4357)

No credit cards will be accepted in the payment plan: payments must be made by electronic checks or payments linked to your savings account.

8. If I am not a current student how can I make payments?

Payments can be made by Checks or Cash in person at Student Service desk located in the UCOM building at 169 South Main Street, Monday thru Friday during the hours of 8:30 to 4:30.

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Student Lockbox #54693
P.O. Box 8500
Philadelphia, Pa 19178-4693

Wilkes University
Attn. Student Services
84 West South Street
Wilkes Barre Pa 18766

To make a payment on line:

Log on to www.wilkes.edu

Go to Quick Link

Log-in to Interact

Enter ID (WIN) and pin

Choose Student Services

Choose Make a payment

(If you do not have the above sign-in information call 1-800-WILKES-4357)

9. How will all non-tuition payments (Gifts, transcripts and fundraisers) be processed?

Payments that are non-tuition related (not posted to the students tuition account) will continue to be processed as we currently do in the Student Services Office located in the UCOM building at 169 South Main Street, Monday thru Friday during the hours of 8:30 to 4:30. All brands credit cards can be accepted.

10. What changes are taking place regarding tuition invoices?

Beginning with the Fall 2011 semester, the Controller's office will no longer mail paper tuition invoices. Electronic invoices will be sent to TouchNet eBill which is an electronic billing and payment solution.

All students will be sent a notification to their official university email address once a billing statement is available to view or print.

To view the tuition invoices:

Log on to www.wilkes.edu

Choose Current Student

Enter username and password

Choose Student Services

Choose Pay on Account

(If you do not have the above sign-in information call 1-800-WILKES-4357)

- i. TouchNet eBill allows the student to review their billing and payment history online, as well as pay their current bill. Account balances reflect real time activity; online payments are posted immediately.

11. What is the difference between "Student Account Details" and "Most recent e-bill" under view accounts?

The most recent e-bill page reflects the latest e-bill posted. Refer to the e-bill to see the statement activity "as of date" : this will let you know the last entry date for any activity reflected on your e-bill. The student Account Detail's page reflects up to the minute transactions posted to the student account. This page will include charges and /or payments posted to your account after the generation of the e-bill.

12. How do I sign a parent up to be an authorized payer in order to make tuition, housing, meals and fees payments online?

Once signed into the payment page, select "Authorize Users" from the menu on the top of the page and complete the requested information to create a password. Be sure to include an e-mail address to ensure your authorized payer will receive a password confirmation and will then receive an e-mail when e-bills are available. Once the authorized payer is established, the email address and password are the only requirements to access the account.

To: University Students and Parents

From: Loren Prescott, Vice President and General Counsel for Finance and Support Services

Date: July 25, 2011

Re: Important Upcoming Changes for Tuition, Housing, Meals and Fee Payments

Wilkes University is in the process of reviewing many of the current student processes including the student billing and payment process. The following changes will allow the University to offer timelier, cost effective, and efficient billing and payment options to our customers.

EFFECTIVE WITH THE FALL 2011 SEMESTER INVOICING:

Tuition bills will be available electronically via the Wilkes Website Portal.

In an effort to "go green" and reduce costs, effective with the Fall 2011 semester billing, The Controller's office will no longer mail paper tuition invoices.

Once a billing statement is available to view or print, all students will be sent a notification to their official university email address

In addition to electronic billing, students will be able to allow parental or third party access to view their account, setup alternate email addresses, and signup for the text message notifications.

EFFECTIVE WITH THE FALL 2011 SEMESTER:

Wilkes University has implemented changes to credit card payments for tuition, fees, housing and meals as follows: The following will be the process to make credit card payments for tuition, fees, housing and meals.

VISA branded Credit and Debit cards will no longer be accepted for payment of tuition, housing, meals and fees (Master card, Discover and American Express will continue to be accepted)

Credit card payments will only be accepted via the Wilkes webpage:

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Other options include cash, checks, and electronic funds transfer (EFT) will continue to be offered with no additional processing costs.