

Anderson University Offers e-billing and e-payments

What is e-billing and e-payment?

Electronic billing (e-billing) is a new service that enables students and authorized payers to receive bills through email, access bills through an online account, and make payments directly online (e-payment). As of December 2010, all Anderson University students receive student account bills electronically. All charges to the student's account, including tuition, room and board, health insurance, course fees, and other miscellaneous fees will be on the e-bill and will be available for viewing and printing via the Internet.

Who does the statement email come from? How can I make sure the email sent to me is not treated as spam?

The email containing information about your online statement comes from andersoncentral@andersonuniversity.edu. To avoid having this email sent to your junk, spam, or bulk folder, please set up andersoncentral@andersonuniversity.edu as a contact.

How can I view a statement in Self-Service?

Students should select the Financial Tab and then Billing and Payments. All statements will be listed in the box titled "My Bills". You may select "view" or "download" to print a PDF file.

How can a student set up a parent login?

The student may create a separate login for the parent using their Self-Service account. Once the student logs into Self-Service select the Finance tab and click on "Billing and Payments". Scroll down to the bottom of the page and there will be a box titled "Parent PINs". Select "Add New" to set up a new login for the parent. The parent will receive an email from andersoncentral@andersonuniversity.edu notifying them that the student has set up a new user account for them. A link will be provided in the email.

Why is the university changing to e-billing, as opposed to paper statements?

Through online billing and payment, AU hopes to provide a more convenient service to students and authorized payers. In today's online culture, transactions and communications are performed daily via email and the Internet. Universities and colleges around the country are now using electronic billing as their primary method of billing. This is one of many strides AU has made to provide improved service through technology and online resources, including the ability to apply, register for classes, and check grades online.

What are the benefits of e-billing and e-payment?

Benefits include:

- Convenient access to bills and making payments.
- Services available 24 hours a day/7 days a week.
- Account access available worldwide via the Internet.
- Services are private and secure. Data is encrypted.
- Convenient access for authorized payers to view billing information and make payment on behalf of the student.
- Access to online payment history.
- Ability to print an e-bill at any time via the Internet.
- Ability to print additional copies of e-bills for employers who offer company reimbursement.

Are there exceptions to e-billing? Can I continue to get a paper bill?

All currently enrolled students will receive electronic bills. Printed bills can be obtained by accessing your account online, through CASHNet, and printing out the e-bill. The e-bill can be accessed and printed at any computer with Internet and printer access. The university has several computer labs on campus for students to access their accounts and print bills.

I don't feel comfortable paying my bill online. How do I pay my bill?

Paying your bill electronically is optional. You can also pay your bill by printing a copy of the bill from your account and mailing it with the payment to the appropriate campus office listed below, or delivering your check or cash in person. Make your check payable to Anderson University and include your student ID number on the check.

Payments may be mailed/delivered to:

Anderson Central
Anderson University
316 Boulevard
Anderson, SC 29621

How can authorized payers make payments on my behalf?

Students have the option to designate another party to view and pay student bills. This third party will need a one-time authorization, issued by the student via the payment website. The authorized user can then access the third party vendor system directly or through the university website, to view the student's billing information and make payments.

Once the authorized payer has logged into CASHNet, the payer can change his/her login name and password, and set up and store his/her own profile and account information. Thereafter, unless authorization is canceled, the third party will be notified via his/her own email address that the student's e-bill is available for viewing. The individual can also log into the website to view the student's billing information and make a payment. This authorization only gives access to statements and payment options; authorized payers will not have access to any other student records.

Does the university have installment payment plans?

Yes, there are payment plans offered through Nelnet Business Solutions. More information can be found online at <http://www.andersonuniversity.edu/finaid.aspx?id=2397>.

Who do I contact if I have questions?

Contact Anderson Central for more information:

andersoncentral@andersonuniversity.edu

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316 Boulevard
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