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West Chester, Pennsylvania 19383

[www.wcupa.edu](http://www.wcupa.edu)

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**John Doe**  
**25 Main Street**  
**West Chester, PA 19383**

**Re: Important Information Concerning Electronic Billing and Credit Card Payments**

Dear Students and Parents:

West Chester University, in a continuous effort to deliver services to its students more efficiently, has implemented electronic billing and on-line payment services **accessible from its web page or through *myWCU***. These on-line payment services, via the ***QuikPAY* system**, will offer students and their parents the flexibility and convenience to view and pay their bills 24 hours a day, seven days a week.

Another important change involves the use of credit cards. Beginning with the fall 2007 semester billing cycle, **a convenience fee will be assessed for the use of credit cards to pay tuition and fees. Credit card payments will only be accepted through the new on-line *QuikPAY* system. *QuikPAY* will accept MasterCard, American Express, and Discover cards only. The Bursar's Office will no longer accept credit/debit cards** through the mail, in person, or over the phone.

The Bursar's Office, however, will continue to accept regular check payments or money orders by mail and in person with no additional fee. Cash is also accepted as an in-person transaction. In addition, electronic check payments (e-checks) may be made on-line through *QuikPAY* for no additional fee.

While the University plans to eventually phase out paper bills, during the transitional period of 2007-08, students will receive one tuition bill mailed to their home address at the beginning of each semester. Mid-semester statements – including those for the Partial Payment Plan – will only be sent electronically to the student's WCU e-mail address. With this new electronic billing system, **students will need to check their WCU e-mail often and it is highly recommended that students authorize parents/guardians to view and pay bills through the *QuikPAY* system accessed through the University's website.**

**Please refer to the back of this letter for FAQ's about our new services.**

Sincerely,

Mark P. Mixner  
Vice President for Administration & Finance

## Question and Answers about Electronic Billing and On-line Payments Effective the Fall 2007 Semester Billing Cycle

### **What will change beginning Fall 2007?**

- The University will no longer accept credit/debit cards directly for payment of tuition bills. Credit card payments can only be made through our secure on-line system, *QuikPAY*, and will be assessed a convenience fee of 2.75%, which will be charged by our vendor, Infninet.
- Credit/Debit card payments will no longer be accepted by mail, in person or over the phone.
- All bills/statements will be sent electronically to the student's official WCU e-mail address. Students will be able to authorize parents and third parties to view and pay all bills.
- During this transitional year (2007-08), students will receive one paper bill mailed to their home address at the beginning of each semester. All other bills/statements will only be sent electronically.

### **How can I pay by bill?**

- By mail: Payment can be made by check or money order and mailed to the address indicated on the bill. Please include the remittance part of the bill and include the student ID number on the check.
- In person: Checks, money orders and cash will be accepted.
- Credit Card on-line through *QuikPAY*: If paying with a credit card, a convenience fee of 2.75% will be assessed by our vendor. You will receive two charges on your card; one for West Chester University and one for the convenience fee from Nelnet.
- Electronic Check (e-check) on-line through *QuikPAY*: If paying with an e-check, there will not be an additional convenience fee.

### **What credit cards will be accepted through *QuikPAY*?**

- *QuikPAY* will accept Master Card, American Express and Discover Card credit cards only. Visa credit card, debit and check cards will no longer be accepted. Visa's rules will not permit our vendor to charge a percentage convenience fee and would require the University to charge the same fee for e-check transactions.

### **How can parents/authorized payers log in to view and pay the bill?**

- Students must set up authorized payers in the *QuikPAY* system. Students log into the *QuikPAY* website via *myWCU* and select "Authorize Payer" on the navigation bar. *QuikPAY* can also be accessed through the Bursar's website at: [www.wcupa.edu/information/afa/Fiscal/Bursar/](http://www.wcupa.edu/information/afa/Fiscal/Bursar/).
- It is highly recommended that students select parents as Authorized Payers rather than allowing parents to log in with the student's ID and password. Only as an Authorized Payer will parents receive a notification e-mail that a new bill/statement is available.
- Each billing cycle, both the student and authorized payers will receive an e-mail notifying them that a bill/statement is available.

### **How can I access my electronic bill?**

- Students will receive an e-mail notification to their WCU e-mail account with a link to the *QuikPAY* website where their WCU ID number and password are used for authentication. Students can also access their account through *myWCU* or through the Bursar's website at: [www.wcupa.edu/information/afa/Fiscal/Bursar/](http://www.wcupa.edu/information/afa/Fiscal/Bursar/). Upon log in, students can view the bill, set up and store bank account information, pay the bill electronically, and print paper copies.
- Electronic bills can be printed at any time and will be available for 16 months.

### **Will these changes impact the Partial Payment Plan?**

- No. The Partial Payment Plan will remain unchanged.

### **Questions?**

- These changes will be effective with the Fall 2007 semester billing cycle. If you have questions, you may visit the Office of the Bursar's website at: [www.wcupa.edu/information/afa/Fiscal/Bursar/](http://www.wcupa.edu/information/afa/Fiscal/Bursar/) or call (610-436-2552).