

DELAWARE VALLEY UNIVERSITY PAYMENT PLANS SPRING 2019

Cost

- \$150 nonrefundable enrollment fee for annual plan or \$100 for single-term plan.
- \$50 late payment fee charged to student account for each payment not received in full by due date for any reason.
- 2.85% service fee charged for credit or debit card payments (no service fee for checking or savings account payment).

Payment Methods

- **Automatic withdrawal** (ACH or electronic check) from US bank checking or savings account.
- **Automatic charge** to credit card (2.85% service fee charged, minimum \$3.00).
- **Do not use a debit card** to enroll in a payment plan. Future payments may be rejected and result in termination of the plan. If the debit card is connected to a bank account, use the routing and bank account numbers for the bank account. You will also save the card service fee.

How to Enroll Beginning November 1, 2018

If you are enrolled in an active annual payment plan for 2018-19, do **not** enroll in a spring term plan.

- Go to www.delval.edu/touchnet.
 - **Authorized Users:** Select *Authorized Users* and enter Authorized User email and password.
 - **Students:** Select *Students and Staff* and enter your DelVal User ID and password.
- Select *Enroll in Payment Plan* in *Student Account* section of landing page.
- Choose *2019/SP* from *Select Term* drop down menu and click *Select* to display available plans.
- Select *Details* next to plan to view plan details. If details match plan in which you wish to enroll, click *Select* in *Details* window.
- Enter *Payment Plan Total* amount under *Charges (\$)* label, press *Tab* key on keyboard, and select *Update Schedule*. If your plan requires a down payment, amount will appear in *Required down payment* box.
- Review installment schedule and select *Continue* if you still wish to enroll.
- Choose *Payment Method* from *Select Method* drop down menu and click *Select*. If you are not using a previously saved payment method, enter banking or credit card information and select *Continue*.
- Read *Payment Plan Agreement*, select *I Agree* if you understand all terms and conditions, and select *Continue*.
- Read *ACH Payment Agreement*, select *I agree to the above terms and conditions*, select *Continue*, and print receipt if desired. You are now enrolled in a payment plan and are bound by its terms and conditions.

Important Details

- **Installment dates cannot be changed.** All payments will be automatically withdrawn/charged on the scheduled due dates.
- **All payments are automatically withdrawn/charged.** Down payments and enrollment fees are automatically withdrawn/charged on day of enrollment. Monthly installments are automatically withdrawn/charged on each due date.
- **Enter payment method information accurately.** If your payment cannot be processed, your payment plan will be terminated and a \$50 returned payment fee will be charged to your student account.
- **Parent must enroll as Authorized User to receive email notifications.** Installment reminder emails are sent only to the individual whose TouchNet login credentials are used to enroll in the plan.
- **Balance adjustments are not automatic.** If your student account balance changes after payment plan enrollment, the payment plan will not automatically adjust. To adjust future payment amounts, the student must email bursar@delval.edu from the student's DelVal address at least four (4) business days before the next scheduled payment.
- **Enroll by December 15 to prevent a \$200 spring term late fee, if you plan to use a payment plan to pay your spring term balance.** The payment plan must cover your balance after all pending financial aid. Students who are not financially cleared before arriving on campus may experience delays in returning to housing and will not be permitted to attend classes or participate in athletic practices and games.

SPRING 2019		<i>Enroll online beginning November 1, 2018</i>	
Enrollment Dates	Down Payment	Number of Payments	Payment Schedule
Nov 01 – Nov 30	None	5	Dec 5 – Apr 5
Dec 01 – Dec 31	10%	4	Jan 5 – Apr 5
Jan 01– Jan 11	20%	3	Feb 5 – Apr 5
Jan 12 – Jan 31	30%	3	Feb 5 – Apr 5

Frequently Asked Questions about DeVal Payment Plans

- **Am I required to enroll in a payment plan?** Payment plan enrollment is optional. You do not need to enroll if you will pay your out-of-pocket cost with other financial arrangements that are approved by the Office of the Bursar.
- **Do you offer payment plans without automatic withdrawals/charges?** No. All DeVal payment plans are TouchNet automatic withdrawal/charge plans.
- **May I change the due dates?** No. All payments will be automatically withdrawn/charged on the 5th day of the month.
- **Should I make a payment on each scheduled due date?** No. All payments are **automatically** withdrawn/charged.
- **Will I receive reminders about monthly installments?** Email reminders are sent five (5) days before each due date to the student's DeVal email address if enrolled under the student's credentials or to **authorized users who enroll in a payment plan using authorized user login credentials**.
- **I want to receive the installment reminders. How do I enroll as an Authorized User?** Ask your student to go to www.delval.edu/touchnet and log in with their myDeVal credentials. Next, the student will select the *Authorized Users* link, enter your preferred email address, and follow the instructions. You will receive an email with a link to the TouchNet login page and a temporary password. The first time you log in with your temporary password, you will be prompted to change the password and enter your name.
- **What payment methods may be used for my payment plan?** Select *New Electronic Check* to enter the routing and bank account numbers for a US bank checking or savings account (no convenience fee for payments), or *Credit Card via PayPath* to enter card information for any major US credit card (2.85% service fee for each card payment). Returning families with bank account information stored in TouchNet will be able to choose a saved payment method. **Do not use a debit card** to enroll in a payment plan. Future payments may be rejected and result in termination of the plan. If the debit card is connected to a bank account, use the routing and bank account numbers for the bank account. You will also save the card service fee.
- **Are there any disadvantages to using a credit card for a payment plan?** Yes. You may need to contact your card company to pre-authorize the monthly installments, and you will be charged a 2.85% service fee for each payment.
- **May I change the payment method after I enroll?** You may change from one bank account to another bank account, or from a credit card to a bank account. However, you may not change from a bank account to a credit card or from one credit card to a different card. To change your payment method to a bank account, **you must enter the new banking information in TouchNet at least four (4) business days in advance and you must reassess each installment from the old payment method to the new one**. Contact the Office of the Bursar for instructions.
- **When will TouchNet withdraw or charge the payments?** The enrollment fee and any down payment are withdrawn/charged on the day that you complete your payment plan enrollment. Monthly payments are automatically withdrawn/charged on the 5th of each month.
- **Does TouchNet calculate or verify the dollar amount for me?** No. You are responsible for calculating an amount that will cover your costs. If an undergraduate day student enrolls with an amount that will not cover all out-of-pocket costs, the student's account may be charged a \$200 late fee. For assistance, contact the Office of the Bursar.
- **Am I allowed to include the cost of a winter course in my spring term payment plan?** To include a balance from another term in your spring term payment plan, you must obtain permission from the Office of the Bursar. To request permission, the student must email bursar@delval.edu from his or her DeVal email address. The Office of the Bursar reserves the right to deny any request to include another term in a spring term payment plan.
- **I don't want to be charged a \$200 late payment fee. How can I calculate the correct amount for my plan?** Your plan must pay your out-of-pocket cost for the term. If you have not received a tuition bill, or if the bill does not include all expected charges, contact the Office of the Bursar for a cost estimate.
- **Where do I specify the dollar amount during enrollment?** After you select a payment plan, enter the dollar amount in the *Payment Plan Total* box under the *Charges (\$)* label. If your plan requires a down payment, the system will calculate the amount in the *Required Down Payment* field.
- **What if I enter my bank account information incorrectly?** DeVal will charge a \$50 fee to your student account, terminate your payment plan, and place a hold on your student account. You may enroll in a new payment plan if one is available and you will be required to pay an additional enrollment fee. If no payment plans are available, your student account balance will be due immediately.
- **What if my bank or card company rejects a payment?** If a payment cannot be withdrawn/charged on its due date for any reason, DeVal will charge a \$50 fee to your student account, place a hold, and terminate your payment plan. You may enroll in a new payment plan if one is available and you will be required to pay an additional enrollment fee. If no payment plans are available, your remaining account balance will be due immediately.
- **Why doesn't the payment show in my bank or credit card account on the due date?** Though the student account is updated immediately, it may take 1 to 3 business days for the withdrawal/charge to process. You should still ensure that the funds are available before enrollment and on each due date.
- **Will TouchNet or DeVal recalculate my payments if my student account balance increases or decreases?** No. You are responsible for monitoring your student account balance. If new charges or credits are added to your account, the student must request a payment plan adjustment by emailing bursar@delval.edu from the student's DeVal address at least four (4) business days before the next scheduled payment date.
- **I signed up for the wrong amount, or my student account balance changed. How can I adjust my payment plan?** Your down payment cannot be changed after you enroll. To increase or decrease future monthly payments, the student must email bursar@delval.edu from his or her DeVal address at least four (4) business days before the next scheduled due date.
- **When my payment plan is completed, will you automatically enroll me in a new plan for next year?** No. You are responsible for enrolling in a new payment plan when your current plan is completed.
- **If I'm supposed to enroll in a payment plan by December 15, why is January 31, 2019 the last enrollment deadline?** Payment plan enrollment is open beyond December 15 for students who register after that date. If you are registered by December 15 and wish to use a payment plan for financial clearance, you must enroll in a plan by December 15 that will cover the expected out-of-pocket cost on your account. Each student who is registered but not financially cleared by December 15 will be charged a \$200 fall term late fee; will not be permitted to attend classes, move into housing, or participate in athletic practices and games; and will have a hold placed on his or her student account that will prevent changes in registration and the release of official transcripts. **How may I contact the Office of the Bursar?** Email bursar@delval.edu or call **215.489.2376** and select Option 4.