

2025-2026 Important Billing and Other Information

Fall 2025 tuition is due on or before 8/15/25

Spring 2026 tuition is due on or before 12/15/2025

Summer 2026 tuition is due on or before 4/25/2026

Student Billing Essentials:

If you have any questions about Payment Options, the Payment Plan, Adding or Resetting a Password for an Authorized User, eRefund (Direct Deposit), Tuition Insurance, Tuition and Fee Refund Policy, Online Tuition and Fee Refund Policy, or the Returned Payment Policy please email studentbilling@gmercyu.edu.

❖ Payment Options:



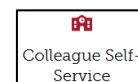
1. **Pay Online:** To make a payment online, please click the Self-Service icon on the main portal page. Click the “Student Finance” box. On the middle right side, click the link that says, “Make a Payment”. It may have you sign into your account again. Click the box to the left of the semester you want to pay towards. In the empty box on the right, enter the amount you want to pay. Next, click the green “Continue” button. Select your method of payment (Credit Card or Other Payment Methods- which is an Electronic Check).

Electronic Check: Paying using a personal check online. You will enter your routing and account number into the system. The payment will post immediately and there are no additional fees for paying in this format.

Credit or Debit Card: Please note there is an additional 3% processing fee added on when paying with any card payment (credit or debit card).

2. **Payment Plan by Touchnet:**

This plan allows you to pay for your semester charges through a monthly installment plan as listed



below. You may sign up for the payment plan through the Self-Service icon. Select the “**Student Finance**” box and then select “**Make a Payment**”. From there choose “**Payment Plans**” and then “**Enroll in a Payment Plan**”. There is a \$40 enrollment fee that is paid to the vendor Touchnet. Students can enroll from 7/06/25 to 9/14/25. This payment plan is the only approved installment plan the University will recognize.

Please Note: The number of installments you have on the payment plan depends on the date you sign up for the plan. The details for each semester as listed below:

Dates for Fall: Enrollment from 7/06 to 9/14

Enroll 7/06 to 7/14- 5 installment payments due on 7/15, 8/15, 9/15, 10/15 and 11/15

Enroll 7/15 to 8/14- 4 installment payments due on 8/15, 9/15, 10/15 and 11/15

Enroll 8/15 to 9/14- 3 installment payments due on 9/15, 10/15 and 11/15

Dates for Spring: Enrollment from 11/15 to 2/14

Enroll 11/15 to 12/14- 5 installment payments due on 12/15, 1/15, 2/15, 3/15 and 4/15

Enroll 12/15 to 1/14- 4 installment payments due on 1/15, 2/15, 3/15 and 4/15

Enroll 1/15 to 2/14- 3 installment payments due on 2/15, 3/15 and 4/15

Dates for Summer: Enrollment from 4/01 to 6/24

Enroll 4/01 to 4/24- 4 installment payments due on 4/25, 5/25, 6/25 and 7/25

Enroll 4/25 to 5/24- 3 installment payments due on 5/25, 6/25 and 7/25

Enroll 5/25 to 6/24- 2 installment payments due on 6/25 and 7/25

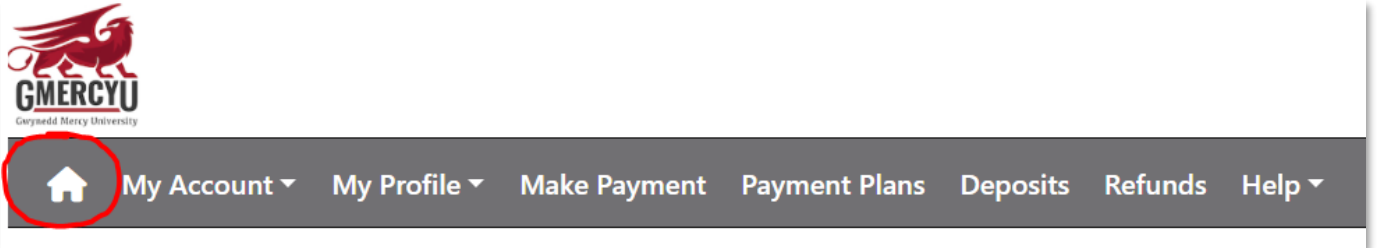
Payment Plan Schedule	Fall Semester	Spring Semester	Summer Semester
Enrollment Fee	\$40.00	\$40.00	\$40.00
Enrollment Period	7/6-9/14	11/15-2/14	4/1-6/24
Payment 1	7/15	12/15	4/25
Payment 2	8/15	1/15	5/25
Payment 3	9/15	2/15	6/25
Payment 4	10/15	3/15	7/25
Payment 5	11/15	4/15	n/a

****When paying your payment plan installments, payments can only be made online with an electronic check or debit card****

Late Installment Payments: Touchnet will apply a \$10 late fee for any late payments made on the payment plan. You may also be subject to an additional \$100 late fee from the University if your account is not paid in full by the end of the semester.

❖ Adding a Parent or Guardian as an Authorized User Access to Pay on your Account:

- On your Self-Service account, click on the Student Finance Tile
- On the right side of the page, listed under "Helpful Links", click the link "Make a Payment"
 - The system may make you log back into the secure payment site
- Once on the payment site, click on the home icon located on the gray tool bar at the top left of the screen (circled in red on screenshot below)



- On the next page, on the right side of the screen listed under "My Profile Set Up", please click "Authorized User"
- Click the tab at the top that says, "Add Authorized User"
- Next, choose the access you would like the authorized user to have and enter the e-mail for the authorized user
- Click continue and an email will automatically be sent to the authorized user with the appropriate PIN and password to access the system
 - Then the authorized user can access the site directly
- Reminder, this will only give your authorized user access to view billing statements, account activity, payment history and account activity if you allow it. The authorized user will not be able to access grades, registration, or transcripts.

❖ Refunds from Excess Aid:

Once your financial aid is disbursed to your student account any student with a credit balance (excess aid) will receive a refund. The University has procedures in place to ensure minimal mistakes, which means each refund is reviewed manually by the Financial Aid and Student Billing Office prior to the refund being processed. All refunds will be processed within 14 days of your aid being disbursed to your account.

The University and the Student Billing office are aware that some students rely on their refunds for living expenses. Please take the approximate disbursement dates below into consideration and make arrangement where necessary to cover your personal costs up until refunds are disbursed and the 14 days allotted to process. Please review your Self-Service account to verify that your refund has been processed.

The dates below are approximate times for disbursements as the disbursement dates vary per student and the type of loan the excess aid is coming from.

-Fall loans are disbursed at the end of September to mid-October

-Spring loans are disbursed at the end of January to mid-February

-Summer I and Summer loans are disbursed at the end of May

-Summer II are disbursed mid-July

Please know we strongly suggest receiving your refund through direct deposit (eRefund). You will always receive your refund faster through eRefund than if it is processed and mailed as a paper check. When processing a paper refund check it takes extra time to process the physical check in addition to the time it takes for the postal delivery.

❖ How to Sign Up for eRefund (Direct Deposit):

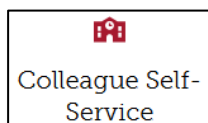
The Student Billing Office strongly suggests receiving your refund through direct deposit. eRefund is our version of direct deposit. You will always receive your refund faster through eRefund than if your refund is processed and mailed as a paper check.

If you sign up for eRefund, your refund will be directly deposited into the bank account you enter in the system within 3-5 business days.

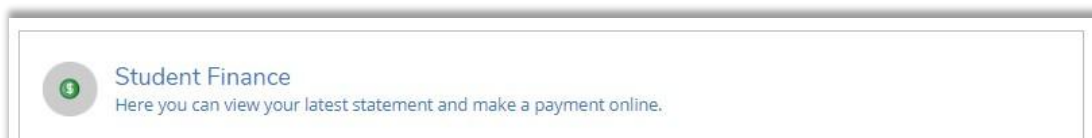
If you choose to do a paper check, please make sure your address is always up to date in our system or the check might not be delivered to the correct address causing a significant delay in receiving your refund.

Please follow these steps to sign up:

Enter your Self-Service by clicking icon below on your main portal page:



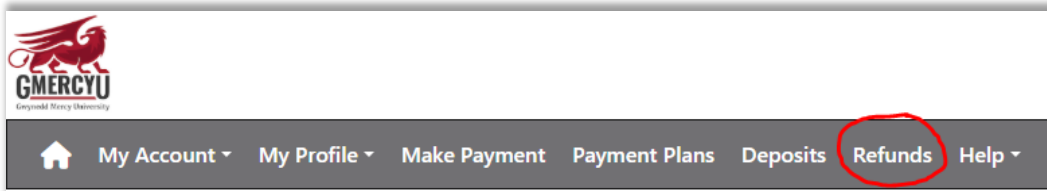
Next, click on the **Student Finance** tile.



On the right side of the page, under Helpful Links, select **Make a Payment**.

Helpful Links
Make a Deposit
Student Billing Webpage
Enroll in eRefund
Undergraduate Tuition and Fees
Graduate Tuition and Fees
Campbell Solution Center Info
Payment Plans- Term Students
Make a Payment
Summer Billing Essentials

Once you are on Touchnet, our third-party payment vendor's secure site, you will select **Refunds** located on the gray tool bar at the top of the page.



The first time you sign up for electronic refunds you will be instructed to set up a two-step verification. This will allow security for you if you ever want to change your banking information.

Click the green Complete multi-factor authentication to continue.

eRefunds

eRefunds puts money in your account... FAST!
 No more trips to your financial institution or waiting for a paper check to come in the mail. Direct Deposit is the secure and convenient way to get your refund.

Refund Methods

No Refund Method Selected. Multi-factor authentication required before making a selection. Complete multi-factor authentication

Direct Deposit

Typically received in 1-2 business days
 Funds will be transferred to the personal checking or saving account of your choice.

A Direct Deposit account for refunds has not been set up.

Set up a new account

A passcode will be sent to you. Please enter the passcode in the and click the green **Verify** button.

Refund Methods

No Refund Method Selected. Multi-factor authentication required before making a selection. [Complete multi-factor authentication](#)

A passcode was sent to you for multi-factor authentication. Please enter the passcode to update refund method

[Cancel](#) [Resend Code](#) [Verify](#)



Once you verify the code, please follow the steps to complete the Two-Step Verification Enrollment.

Multi-Factor Authentication

Multi-factor authentication (MFA) enhances security by requiring multiple proofs of identity.
Select your preferred method for one-time passcode (OTP) delivery.

Primary Method

Google Authenticator (Preferred)
New to Google Authenticator? Download from the App Store or Google Play to get Started!

Text message to existing or new mobile number

Email message to existing or new email address

Once you have completed the Two-Step Verification Enrollment, click **Set up new account** to enter in your banking information

Direct Deposit
Typically received in 1-2 business days
Funds will be transferred to the personal checking or saving account of your choice.

A Direct Deposit account for refunds has not been set up.

[Set up a new account](#)

Once you have entered your banking and billing information, please click the green **Continue** button.

On the main Refunds page, you will now see the account listed under Current Refund Methods.

Enrolling in eRefund is now complete.

If you have any issue with the steps above, please email the Student Billing Office at studentbilling@gmercyu.edu so we can help you troubleshoot the issues you are having.

❖ **Tuition and Fee Refund Policy:**

Please note students in our **Online Programs**, have a different tuition and refund policy based on the length of their classes. The chart for Online Programs is listed on the next page under the title [Online Programs- Tuition and Refund Policy](#)

Dropped Classes: If you drop your classes by the last day of the drop/add period, you are eligible to receive 100% back of your payment towards your tuition and fees, with the exception of the \$40 enrollment fee, if you had signed up for the payment plan. Please know your refund will be processed within two weeks after the last day of the drop/add period.

Withdraw: After the drop/add period ends, to be eligible for refund, you will need to complete a Course Withdrawal form to withdraw from one or more courses or a University Withdrawal form to officially withdraw from the University. If you are a full-time student, taking between 12-18 credits, please know the refund percentages below only pertain to you if you withdraw from all your classes. When you withdraw, you are only eligible for a refund on tuition, as our fees are non-refundable*. Please speak to the Financial Aid and Student Billing Offices prior to completing your withdraw form to understand how your financial obligations will be impacted. After you have spoken to both offices

and are aware of your financial responsibilities, if you would still like to withdraw, please contact your Academic Advisor. They will provide you with the withdraw form and an explanation of the process. The date that you sign the withdrawal form and what is recorded by the Registrar's Office is the basis to determine refunds, tuition changes and/or financial aid adjustments (please see chart below for details). Not attending class does not automate an official withdraw. Please know if you stop attending classes and do not withdraw, you will be responsible for all of your tuition and fees charges.

Room and Board: To be eligible for a refund of your room and board charges, you must officially notify the Office of Residence Life of your decision to withdraw. You must complete a contract release form to be eligible for a Room and Board refund. The amount of Room and Board refund you are eligible for is based on the date of your withdrawal form and what is recorded by the Registrar's Office.

Fall and Spring Semester	Percentage of Refund
Dropping Classes prior to the First Day of the Semester	100%
Dropping Classes through the last day of the Drop/Add Period	100%
Withdraw up to 7 days after the last day of Drop/Add	75%
Withdraw 8 to 14 days after the last day of Drop/Add	50%
Withdraw 15 to 21 days after the last day of Drop/Add	25%
Withdraw 22 days or more after the last day of Drop/Add	0%

Summer Semester	Percentage of Refund
Dropping all Classes prior to the First Day of the Semester	100%
Dropping all Classes through the last day of the Drop/Add Period	100%
Withdraw 7 days after the last day of Drop/Add	50%
Withdraw 8 days or more after the last day of Drop/Add	0%

*The only exception to this policy is the Integrated Studies program fee. The service fee for this program will be refunded at the same percentage as the tuition refund.

❖ **Online Programs- Tuition and Refund Policy:**

Refund Policy	Percentage of Refund
Prior to the First Day of Class	100% (tuition and fees)
First Day of Class through 11:59pm EST on Sunday of Week 1	100% (tuition and fees)
Monday of Week 2 at 12am EST to Sunday of Week 2 at 11:59pm EST	90% (tuition only)
Monday of Week 3 at 12am EST and all Future Weeks	0%

For students in an Online Program, not attending class does not automate an official drop or withdrawal. If any student stops attending an enrolled class or classes and does not notify their

adviser of their intent to withdraw via email, then the student will be administratively withdrawn and financially responsible for the total cost of the class and/or classes they stopped attending.

❖ Returned Payment Policy:

Returned Payment made with an Electronic Check or Debit Card: If you have a returned electronic check or debit card payment that is returned by the bank for any reason, please know the next time you are making a past due payment with an electronic check or debit card on a semester that has a billing hold, you will be subject to a 10-business day waiting period before your billing hold is removed to ensure the check clears and is not returned by the bank. Please know this 10-business day waiting period will be enforced for the semester your payment was returned, and two consecutive semesters thereafter. If you have not had any additional returned payments during that time, in the following semester, you will no longer be subject to the waiting period before your hold is removed.

Please also know, when a payment is returned by the bank, the bank will charge you a returned payment fee of \$50 that will need to be paid.

All other payment policies can be found on the Student Billing webpage at gmercyu.edu or by clicking the [Payment Policies link](#)

❖ Tuition Insurance with GradGuard:

The University is very excited to be partnering with GradGuard™ to offer our students tuition insurance. We highly recommend considering protecting your Higher Education Investment with the GradGuard™ Tuition Protection Plan. Learn more at GradGuard.com/Tuition/Gmercyu or by calling GradGuard's Customer Service Team at 866-985-7598 or clicking the QR code below.



Campbell Solution Center (CSC) Essentials:

If you have any questions about Parking Passes, Student IDs, Book Vouchers, Meal Plan updates, Adding a Meal Plan, or Flex dollars please email the Campbell Solution Center at csc@gmercyu.edu.

❖ Parking Passes:

The parking pass is good for the entire 2025-2026 school year (Fall 2025, Spring 2026 and Summer 2026). A commuter parking pass is \$55, a resident student pass is \$85, a Graduate student pass is \$35 and a Weekend BSN pass is \$35.

Please know all students (new and current) need to register their car every new academic year. Please note the registration and payment links are separate sites. **You will need to complete both steps below to receive your parking pass.**

Please [click here](#) to purchase your parking pass.

Please [click here](#) to register your vehicle.

Pick Up Instructions, if you do not attend an in-person Griffin Ready event:

Commuter students will pick up their parking hang tag from the Campbell Solution Center on or after the first day of classes.

Resident students will receive their hang tag at check in on move in day, if purchased prior to that day. If not, they will need to pick up their pass from the Campbell Solution Center.

If you have questions about the parking pass, please email the Campbell Solution Center at csc@gmercyu.edu.

❖ Student IDs:

If you are a new student in need of a student ID card, please email your name and a headshot to idcardpicture@gmercyu.edu, emailed from your GMercyU email, so we can verify you as a student and that you are registered for classes prior to making your ID.

If you are a new Resident student your ID will be given to you the day you move in if you have already sent in a picture.

If you are a Commuter student, please know you will need to pick up your ID card the first day you come to campus at the Campbell Solution Center, located in Campbell Hall

If you lose your Student ID, the first replacement is free, but a second replacement is \$10.

If you have questions about the ID card process, please email the Campbell Solution Center at csc@gmercyu.edu.

❖ Book Vouchers:



What is a Book Voucher? If your anticipated financial aid results in a credit balance (excess funds) you can choose to use these funds to buy your books from our eCampus online bookstore prior to getting your refund.

Available Dates by Semester when you can Request a Book Voucher:

- Fall semester- 8/01 through 9/10
- Spring semester- 12/01 through 1/20
- Summer semester- 4/01 until your financial aid is disbursed (varies per student)

Steps and Links to Complete your Book Voucher

1. Go to your main portal page. Click on the Colleague Self-Service icon. On the next page, click the “Student Finance” tile. At the bottom of the screen, click the semester. You will need to make sure have a credit balance (negative amount) in order to use your funds toward a book voucher.
2. Review the cost of your books on the [eCampus Book Store Website](#). You can find the cost of each book under the “Shop by Course” link, by clicking “Shop Now”.



3. After completing step 1 to confirm the total credit you have available, and step 2, to find out the total cost of your books, please click the [Book Voucher link](#) to complete the form and submit it electronically. **Please allow 24-48 business hours for the funds to be added to your account in eCampus after you have completed the Book Voucher.**
4. Once the funds have been added to your account in eCampus, you will receive an email notifying you they are available to make your purchase.
 - The funds will only be on your account for one week. If you do not purchase your books by the end of this week, please email the Campbell Solution Center at csc@gmercyu.edu to let them know the funds expired and you need them readded.
 - Once you have used your funds to purchase your books, your credit balance on your Self-Service account will be reduced by the purchase amount. If you have any left-over funds on your account that were not used to purchase books, they will expire after a week and not be charged to your account.
5. You can now go to the eCampus website and purchase your books. If you are not sure how to do this, please [click this link](#) for step-by-step instructions on how to order your books.

If you are having any issues navigating the eCampus website, please [click on this link](#) to access their Help Desk Information.

❖ Meal Plans:

Residents can change meal plans up until the end of drop/add period, for the Fall or Spring semesters. If you would like more information on the available meal plans, [please click here for more details.](#)

If you are a Resident student and want to change your meal plan or you are a Commuter Student and want to a meal plan, please email the Campbell Solution Center at csc@gmercyu.edu.

❖ Commuter Dining Dollars:

Starting in the 2025-2026 academic year, all undergraduate commuter students with the majority of their classes taking place on campus, will be charged \$50 each semester for Commuter Dining Dollars. This fee will be added to your Student ID card to purchase food items at any Griffin Dining location on campus (Waldron Cafe, Valley Pizza, Merv Markets, Costa Coffee, and the Griffin Gear Spirit Shop).

Please note, these funds are only good for the 2025-2026 academic year, so make sure to utilize them during the Fall 2025 and Spring 2026 semesters. After finals week in the Spring 2026 semester, any unused funds will be forfeited to Aramark, our dining service provider.

- Please note, if a commuter student chooses to purchase a Meal Plan, the \$50 Commuter Dining Dollars will be waived.

❖ Other Helpful Info:

Please make sure to always use your GMercyU email address when corresponding through email. This ensures we can verify we are speaking with the student and share personal information pertaining to your account if necessary.

***** If you have any problems logging into your portal at my.gmercyu.edu or your Self-Service account please contact the IT help desk at 215-646-7300 x21444 or email them at IT@gmercyu.edu*****

