

DELAWARE VALLEY UNIVERSITY

AUTOMATIC CHARGE/WITHDRAWAL PAYMENT PLANS

SUMMER 2019

Enrollment start date: May 1, 2019 for the Summer plan and July 1, 2019 for the Summer 2 plan.

Payment Method: **Automatic** withdrawal (ACH payment) from US bank checking or savings account, or **automatic** charge to credit card.

Cost

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

How to Enroll

- Go to www.delval.edu/touchnet, or log in to *myDelVal* and click on *Set up Payment Plan* under *I Want To...Pay for College*.
 - **Authorized Users:** Enter your Authorized User email and password in *Authorized Users* login box.
 - **Students:** Enter your DelVal Login ID and password in *Students and Staff* login box.
- Click *Enroll in Payment Plan* in *Student Account* section of landing page; or click *Payment Plans* tab on top, then click *Enroll Now*.
- Choose **2019/SU** for Summer plan or **2019/S2** for Summer 2 plan from *Select Term* drop down menu and click *Select* to display available plans.
- View plan details by clicking *Details* button next to plan. If information in *Details* window matches the 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 click *Update Schedule*. If your plan requires a down payment, amount will appear in *Required down payment* box and in *Payment Schedule* section. If you wish to make an additional down payment, enter amount in optional *Additional down payment* box. Review schedule and click *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 entered saved payment method, enter banking or credit card information and click *Continue*.
- Read *Payment Plan Agreement*, click *I Agree* if you understand all terms and conditions, and click *Continue*.
- Read *ACH Payment Agreement*, click *I agree to the above terms and conditions*, click *Continue*, and print receipt if desired. You are now enrolled in a payment plan and are bound by its terms and conditions.

Important Details

- **All payments are automatically withdrawn/charged.** Down payments and enrollment fees are automatically withdrawn/charged on day of enrollment.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 scheduled due date.
- **Balance adjustments are not automatic.** If your student account balance changes after you set up your payment plan, the payment plan balance 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.
- **Payment withdrawal dates cannot be changed.** All payments will be automatically withdrawn/charged on the scheduled due date.
- **Enter payment method information accurately.** If your payments cannot be processed, your payment plan will be terminated. You will need to enroll in a new plan, if available, and your student account will be charged another enrollment fee and a \$50 returned payment fee.
- **Parent must enroll as Authorized User to receive email notifications.** If you enroll using the student's login credentials, only the student will receive monthly installment reminders.

Enrollment Deadlines

SUMMER 2019			
Enroll online beginning May 1, 2019			
Last Day to Enroll	Down Payment	Number of Payments	Payment Schedule
May 31	25%	3	Jun 15 – Aug 15

SUMMER 2 2019			
Enroll online beginning July 1, 2019			
Last Day to Enroll	Down Payment	Number of Payments	Payment Schedule
Jul 20	50%	1	Aug 15

Frequently Asked Questions about DelVal Payment Plans

- **Do I have to enroll in a payment plan?** Not 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 DelVal payment plans are TouchNet automatic withdrawal/charge plans.
- **Should I make a payment on each scheduled due date?** No. All payments are **automatically** withdrawn/charged.
- **May I change the due dates?** No. All payments will be automatically withdrawn/charged on the 15th day of the month.
- **Will I receive reminders about my monthly payments?** Email reminders are sent five (5) days before each installment due date to the student's DelVal 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 payment reminders. How do I enroll as an Authorized User?** Ask your student to go to www.delval.edu/touchnet, or to log in to *myDelVal* and click on *View My Account* under *I Want To...Pay for College*. Next, the student will log in to TouchNet with DelVal login credentials, 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.
- **What payment methods may I use 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 credit card (2.85% convenience fee for each card payment). Returning families with banking information stored in TouchNet will be able to choose a saved payment method.
- **May I change the payment method after I enroll?** TouchNet will not allow you to change the payment method from a bank account to a credit card or from one card to a different card. If you wish to change your payment method from a credit card to a bank account, or from one bank account to a different bank account, you must enter the new account information in TouchNet at least four (4) business days in advance and you must reassign each installment from the old payment method to the new one. Contact the Office of the Bursar for instructions.
- **When will TouchNet withdraw the payment from my bank account or charge my credit card?** 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 15th of each month as specified in your plan agreement.
- **What if I enter my bank account information incorrectly?** DelVal 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 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?** DelVal will charge a \$50 fee to your student account, place a hold, and terminate your payment plan if a payment cannot be withdrawn/charged on its due date for any reason. You may enroll in a new payment plan if one is available and 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 in the account before enrollment and on each due date.
- **Will TouchNet or DelVal automatically adjust 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 DelVal 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 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 DelVal address at least four (4) business days before the next scheduled due date.
- **If I enroll in a payment plan, will you automatically enroll me in a new plan for the next term or year?** No. You are responsible for enrolling in a new payment plan when your current plan is completed.
- **How may I contact the Office of the Bursar?** Email bursar@delval.edu or call 215.489.2376.