

FRANKLIN & MARSHALL

E-Bill Frequently Asked Questions

What are e-bills?

E-bills are online student billing statements. E-bills display the same information as paper billing statements (tuition, room, and board, as well as credits and payments).

Why does Franklin & Marshall use e-billing as the official billing method?

E-bills save paper and postage, are accessible 24 hours a day from anywhere with internet access, allow easy access for parents or other authorized users, and eliminate the need to wait for a paper bill to arrive.

How will I know that an e-bill is available?

Each time a new bill is available, the student and all authorized users on the account will be sent an e-mail notification. Student e-mails will be sent to their F&M e-mail address. Authorized user e-mails will be sent to the e-mail address entered when the shared access account was set up.

How do I login to the e-billing system?

Please enter the system at <https://secure3.i-doxs.net/franklinandmarshall/> (also available under Quick Links on the F&M home page). You will come to a login page, where you need to enter the user id and password. Student user id and password will be e-mailed to the student when enrolled in the e-bill system. Enrollment is automatically done for all F&M students.

Important links on the student's e-bill home page?

Student Health Insurance (required)-all full time F&M students are required to maintain health insurance coverage. If your private insurance plan provides coverage while you are attending school in Lancaster, you may waive the purchase of the plan. If you currently do not have an insurance plan, you must enroll in the F&M sponsored plan. This link will connect you with our plan administrator, where you can waive or purchase coverage. **If you do not respond, the student account will be billed for the health insurance plan.**

Tuition Refund Insurance (optional)-an insurance program designed to help cover the cost of tuition, room, and board in the event a student cannot complete a semester due to illness or injury.

Student theft/fire insurance (optional)-an insurance program designed to help cover damage or theft of personal property.

Billing Supplement (please read)-informational piece that addresses issues such as tuition bills, health service fee, student health insurance, or residence hall damage charges.

Student Account Worksheet-please complete this form if the amount of your payment does not equal the amount of the balance on the student account.

Meal Plan Option-please complete this form if you need to add or change a meal plan.

What payment methods are available?

Payment for F&M tuition bills can be made via credit card, debit of a checking/savings account (cannot use money market accounts), check, cash, money order, or wire transfer. **PLEASE NOTE-credit card usage will be limited to MasterCard, American Express and Discover. Tuition Management Systems, our third party e-bill servicer, charges a convenience fee of 2.99% for each credit card payment. This fee is not associated with or passed on to Franklin & Marshall.**

What forms should be returned to F&M?

- The Student Account Worksheet should be completed and returned, if payments from all sources will not be in by the specified payment due date. Please send to business.office@fandm.edu or fax to 717-291-4370.
- The Meal Plan Option form should be completed and returned if you need to add or change a meal plan. Please send to business.office@fandm.edu or fax to 717-291-4370.
- The **TOP PORTION** of the student bill **MUST** be returned with the check/money order if you are mailing your payment. **Returning the top portion of the bill ensures that the funds are applied to the correct student account.**

Where can my payment be mailed?

Payment should be mailed to:

TMS Billing Services
PO Box 842748
Boston, MA 02284-2750

Payments from third parties (outside scholarships, 529 plans, employee benefits, etc.) should be mailed to:

Franklin & Marshall College
Attn: Business Office
PO Box 3003
Lancaster, PA 17604-3003

Why is there more than one bill listed in the e-bill account?

Each time a bill is created, it will be listed on the e-bill home page. Bills are listed in order of the bill date, with the most recent bill listed first. For the most recent information, always view the statement with the most recent bill date.

On the e-bill home page, why is the Payment Status listed as unavailable?

The payment status tracks online payments only. If you pay with credit card or debit of a checking/savings account through the e-bill system, the payment will be tracked and the status indicated. If you wish to check the status of any other type payment, please view the student account via MyDiplomat.

Why does my e-bill statement look different than the account on MyDiplomat?

The e-bill statement reflects a “snap shot” of your account activity on a particular day, much the same way that a paper bill would reflect account activity as of a certain day. The e-bill statement is updated when F&M sends a new billing file to our servicer. The account on MyDiplomat is updated daily as activity is posted to F&M’s system, so it could reflect more recent activity than the e-bill.

Can other people view my e-bill and make payment?

Yes. You may set up other individuals (such as a parent, guardian, employer, or other third party) as authorized users to view your e-bill and make payments online. All authorized users will receive an e-mail notification each time a new e-bill is available. **If your parent or guardian typically pays the tuition bill for you, Franklin & Marshall encourages you to establish that person as an authorized user.**

How do I set up an authorized user?

Login to the e-bill system and select the following:

- My Profile
- Shared Access
- Add Shared Access

Enter information for each authorized user. Please note—the user ID and password **CANNOT** be the same as the student user ID and password. Each user must have his/her own unique login information.

Who do I contact if I have questions about my e-bill?

Please contact the F&M Business Office at business.office@fandm.edu or 717-291-4213.