Billing of Student Tuition & Fees
Franklin & Marshall College uses an online eBill (electronic tuition statement) system for all students and parents/guardians to receive, view, print and pay student tuition bills. The ebill statement is available to students and anyone the student sets up as an authorized user on their tuition (student) account. Since eBilling is F&M’s official method for sending student billing statements, the student will not receive a paper tuition bill. F&M has partnered with Transact Campus for this online payment portal service.

Sometime during the first half of July, the student will receive notification, via F&M email, that the Fall semester eBill statement is ready to be viewed online. This statement will show the Fall semester charges, payments and anticipated financial aid and/or anticipated payment plan payments (if applicable). Parents and authorized payers will also receive the email notification if the student has already set them up as authorized users.

Please Note: The eBill is a snapshot in time, as of the date on the bill. An eBill does not reflect payments and/or additional charges that may post to the student’s account after the date of the eBill. Students also have access to real-time activity on their student account. This real-time view is ONLY ACCESSIBLE TO STUDENTS through myDiplomat by going to My Info from the Navigation menu and clicking on the ‘Account Detail by Term’ icon.

STUDENTS: To view your eBill, log into myDiplomat and from the Navigation menu, go to My Info. Click on the ‘Tuition Statement/Payment’ icon. That icon will take you to the online payment portal. Click on the Statements tab and select the eBill you would like to view. Students—the only way for you to access your eBill is by logging in through myDiplomat.

To add authorized user access: In the payment portal, in the Overview tab, click on the ‘Send a payer invitation’ link and fill in the pertinent information on the next page. You must complete this step in the payment portal before an authorized user can receive access to view your eBill, make a payment and/or create a payment plan.

PARENT / GUARDIAN / AUTHORIZED USER: In order for you to view the eBill/tuition statement, make a payment and/or create a payment plan, your student must send you a payer invitation from the payment portal. Once the student has sent the invite, you will immediately receive an email with login credentials. As an authorized user, you will receive email notifications every time a new eBill is generated and you will have access to view the eBill, make payments against the account and/or create a payment plan (when they are available). Once access is granted, to sign into the payment portal, please go to: https://commerce.cashnet.com/fandmpay.
Academic Year 2022-23 Tuition Billing & Due Date Information

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<th>Tuition Billing Dates</th>
<th>Tuition Payment Due Dates</th>
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<td>Fall 2022 – August 5, 2022</td>
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<td>Spring 2023 – mid-November 2022</td>
<td>Spring 2023 – December 16, 2022</td>
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Tuition Payment Options

All charges and fees for each semester are billed in advance and must be paid in full by the specified term due date. Franklin & Marshall accepts payment in the form of:

- Cash, check, money order (made payable to Franklin & Marshall College).
- Online with a credit or debit card (Visa, MasterCard, Discover, American Express) – there is a 2.75% convenience fee charged on domestic credit/debit card payments (4.25% for international cards). Payment is made through the payment portal.
- Online via debit of a checking or savings account – there is no fee for this pay method. Payment is made through the payment portal.
- Online with a payment plan through the payment portal (see last page for details). Payment plans are available by semester (not full-year).
- Online via foreign currency (wire transfer) through the payment portal. International payments are processed by Western Union.

Please note: Payments made through the payment portal are the only payments you will see in the Transactions section of the payment portal. Payments made via cash or check can be found on the eBill/Tuition Statement (under the Statements section of the payment portal).

Payments made to Franklin & Marshall
directly should be mailed to:
Franklin & Marshall College
Attn: Cashier
PO Box 3003
Lancaster, PA 17604-3003

Overnight/Express Carrier packages
should be mailed to:
Franklin & Marshall College
Attn: Cashier
415 Harrisburg Avenue
Lancaster, PA 17603

Please include the student’s name and F&M ID number when sending payment through the mail.

Failure to Pay Information

Failure to make payment by the specified billing due date, or if on a payment plan-failure to adhere to the payment schedule, or if the payment plan does not cover the balance due, a late fee of $500 will be assessed and a financial hold will be placed on the student’s account. A financial hold restricts future registration, prevents the student from entering the housing lottery, prevents a graduating senior from receiving their diploma, and requests for official transcripts will be denied.

Student accounts that remain unsettled by the end of the term will be deemed delinquent and the student will be placed on a Leave of Absence for Financial Reasons. If this occurs, payment in full is required before the student can enroll in a subsequent semester. Delinquent accounts may be referred to a collection agency for further collection action.
**Student Health Insurance – Mandatory**

**Response Required EVERY YEAR**

Health insurance coverage is required for all full-time students enrolled at Franklin & Marshall. College policy requires students maintain health insurance coverage that covers them every day of their higher education career. This includes summers and breaks. The College’s Student Health Insurance Plan (SHIP) is administered by QM Services and the policy runs August 1 to July 31.

Near the end of June, you will receive information from QM Services regarding your insurance options. Once you receive the info from QM Services, a response on health insurance coverage is required from every domestic full-time student—every year—whether you are enrolling in or waiving (opting out) of the coverage. You must provide proof of comparable health insurance every year that you attend Franklin & Marshall. For assistance, contact QM Services at 1-800-273-1715, press 2 or visit www.QMServicesinc.com.

Please wait until you receive the email from QM Services indicating their website is open before trying to enroll or opt out of the coverage. Information will be sent via email to the student’s F&M email address. **QM’s website will open July 1st.**

**PLEASE NOTE:** We will be billing the College’s health insurance to all students who have not waived (opted out) of the health insurance by the time we send the initial Fall eBill. You may still waive (opt out) of the College’s coverage after the initial billing if you have your own coverage and we will reverse the charge. **You will have until August 29, 2022 to waive (opt out) of the College’s coverage and have the charge reversed.**

International students with an F1 status are required to take the College’s Student Health Insurance Plan (SHIP) and are automatically enrolled in SHIP if they are studying in the U.S. The International Office takes care of enrolling the F1 students, so these students do not need to do anything to enroll.

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**Student Housing / Meal Plans / Ben’s Bucks**

Housing & Meal Plans – To add, change or delete housing or a meal plan, please contact the Housing Office at housing@fandm.edu.

Ben’s Bucks – Go to www.fandmbensbucks.com to set up a Ben’s Bucks account and/or to add value to your account. You can also add a guest user (usually a parent/guardian) so they have the ability to add value to your account at any time.

**Tuition Refund Insurance**

F&M has partnered with GradGuard to provide tuition insurance. This coverage expands the scope of our refund policy by ensuring reimbursement for tuition, room & board and other fees for covered withdrawals at any time during the semester. Please visit GradGuard’s website for more information: www.gradguard.com/tuition/fandm. If you would rather call, their Customer Service number is 877-794-6603. The deadline to sign up for this insurance is PRIOR to the first day of classes.
Refunds of Credit Balances on Students’ Accounts
Refunds are processed on a weekly basis for accounts that have credit balances that generate from financial aid posting to the account. Refunds on credit balances that are generated because of overpayment to the account will need to be requested by the student. A refund via ACH direct deposit is the recommended method of receiving a refund. Students must sign up to receive refunds via ACH direct deposit with the Student Accounts Office. If a refund is via check, refund checks are always sent to the student’s campus mailbox if the student is studying on campus (unless other arrangements are made prior to the check being generated) and are available Friday afternoons after 2pm.

Request for Student’s Social Security Number (SSN)
You may receive a notice from F&M through the mail asking for the student’s SSN. This request is for 1098-T, Tuition Statement, reporting purposes. The forms are distributed by January 31 each year to students who meet the IRS’ reporting requirements. The College is required to report this information annually.

All 1098-T forms require a taxpayer identification number (TIN) or a social security number (SSN) and for domestic students, a W-9S form will be sent to each student’s permanent resident address requesting their TIN or SSN for this purpose. Students failing to furnish their TIN/SSN to institutions required to file information returns on their behalf may be subject to penalties by the IRS. The College must file a 1098-T form for the student, even if the student fails or refuses to provide a TIN/SSN.

Note to International Students & 1098-T Reporting: In general, reporting under Form 1098-T is not required for nonresident alien individuals, unless they request for the institution to report such information. Since, however, the College cannot determine residency of most international students, a 1098-T will be issued to all eligible internationally-designated students.

Student Accounts Office Contact Information
If you have questions concerning your student account or questions on tuition billing in general:

- Please call us at 717-358-4213 – if you get our voicemail, please leave a detailed message—give us your name, student’s name, student ID number, phone number to return the call and the reason for your call so we may do some research on your question before calling you back. We strive to return calls within 24 hours, but during peak periods, return call time may be up to 48 hours. Peak periods are generally right after the eBills are generated and close to the bill due dates.
- Email us at studentaccounts@fandm.edu.
- Our office on campus will be open to foot traffic when the school year begins. We are located in Steinman College Center, in the Diplomat Exchange behind the Welcome Desk. Our office hours are M-F, 8:30am-4:30pm.
- Visit our website at www.fandm.edu/student-accounts-and-billing for more information on tuition rates, payment information, authorized user access to the student’s account, 1098-T reporting, etc.
- Please direct financial aid questions to the Financial Aid office at 717-358-3991 or financialaid@fandm.edu.
Enroll in a monthly payment plan on our online payment portal!

F&M has partnered with Transact Campus to create payment plans that allow you to pay your tuition bill over several months each semester instead of providing full tuition payment at one time.

Payment plans are now available by semester (not full year) and the enrollment dates are as follows:

**Fall 2022 Payment Plan Options:**
- 5-month payment plan available May 1 to July 10 (with first due date of June 1)
- 4-month payment plan available July 1 to Sept 10 (with first due date of Aug 1)

**Spring 2023 Payment Plan Options:**
- 5-month payment plan available Oct 1 to Dec 10 (with first due date of Nov 1)
- 4-month payment plan available Nov 1 to Jan 10 (with first due date of Dec 1)

**Cost to Participate:**
- $35 enrollment fee per semester
- $10 late fee for payments not received within 15 calendar days of payment plan due date (due date is 1st of each month)
- $25 NSF fee for returned payments

_To enroll in a payment plan, you must be an authorized user on the student’s account._

**STUDENTS:**

To view your eBill: Log into _myDiplomat_, click on the _Navigation_ menu, then _My Info_. Click on the ‘Tuition Statement/Payment’ icon. That icon will take you to the online payment portal. Click on the _Statements_ tab and select the eBill you would like to view. **Students—the only way for you to access your eBill is by logging in through myDiplomat.**

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**PARENT / GUARDIAN / AUTHORIZED USER:**

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*Have a question about your student account?* Please contact us at 717-358-4213 or email us at _studentaccounts@fandm.edu_. Visit our website for information on tuition rates at: _www.fandm.edu/student-accounts-and-billing_.

5 6.15.2022