Smith College CECE/Fort Hill

FREQUENTLY ASKED QUESTIONS ABOUT E-BILLING

Why did Smith College eliminate paper bills?

Paperless bills save valuable resources and reduce administrative costs. CECE parents will be able to review student account activity, view billing statements and make secure payments electronically through the TouchNet website 24 hours a day, 7 days a week.

What is TouchNet?

- TouchNet is a third party vendor with whom the College has contracted to provide secure online payment plans and payment processing.
- Payments may be made at any time on the TouchNet site, ***using an electronic check (ACH) from a checking or savings account in the United States***. Payments will be transferred electronically to Smith College and will update your student's account in real-time. There is no charge associated with using an electronic check. There is a $20 fee for a returned electronic check (ACH).
- When making a payment in ***TouchNet***, the system will show your total balance by default. You can make a smaller payment by changing the amount; however, payment in full is expected by the due date shown on your bill or late fees on any unpaid amount will be assessed.

How does a CECE parent log in and view the bill?

CECE parents are set-up as **Authorized Users.** As an authorized user, you will receive two emails. The first will include your User name (email address). The second will contain a temporary password for you to use when you log in the first time and will contain a link to TouchNet https://epay.smith.edu/C21384_tsa/web/login.jsp

1. In the Parent/Authorized Users box:
2. Enter your email address.
3. Enter your password.
4. Select your student.
5. Select "eBills" on the menu bar.
6. Select the statement you would like to view from the drop down menu and click "Go"

How do parents add additional authorized users?

You may request additional authorized users by emailing CECE at cece@smith.edu.
Please include the person's name and e-mail address. Your additional authorized user will receive two separate emails, one with his/her User name and one with a temporary password.

An authorized user stopped receiving emails regarding the bill, what should I do?

Contact CECE at cece@smith.edu to make sure the email address is correct in the TouchNet system. You are responsible for maintaining an up-to-date email address for any user you have authorized.

How do parents remove an authorized user that has been set up?

Parents can remove an authorized user by emailing CECE at cece@smith.edu.

What if I need a paper bill or access to a prior bill?

You can view or print your current bill at any time from the TouchNet website and distribute the printed copy as you wish. You can also view prior bills at any time.

What is the Smith College billing cycle? When is payment due?

Smith College bills on the fifteenth of each month or the next available business day if the fifteenth falls on a weekend or holiday. Payment is due in full each month on the twelfth of the following month. CECE tuition is charged in July and December with payment due in full on August and January twelfth, respectively. Tuition changes are billed at the time they are incurred.

What does the bill show?

The July and December bills will include semester charges. All bills will show a carry-forward balance (if applicable), and any fees incurred or payments made since the last bill date.

Why doesn't the balance on the bill match the current balance?

The bill balance is based on one point in time–approximately the fifteenth of the month. The current balance includes any charges incurred or credits paid since the bill was generated.

How do parents/authorized users pay the bill?

Parents/authorized users can use the ACH online payment option to pay the bill. Payments can also be made by mailing a check. If mailing in payment:

1. Click on the "Remittance" button to print the remittance.
2. Cut where indicated to return only the proper portion of the remittance along with your check to the appropriate address indicated.

How do users save a payment method, e.g.: banking information, so that it doesn't have to be retyped each month?

After selecting a payment amount when making a payment:

1. Click on "New Electronic Check" from the drop down box.
2. Click "Select"
3. Under Account Information to the right, select the account type, enter the bank routing number, enter the checking or savings account number, confirm the account number and enter the name on the account.
4. Next, Under Option to Save, click the box "Save this payment method for future use". Enter a name you will recognize for this payment method and click continue.

When will late fees be applied?

Payment in full for the bill statement amount must be received by the due date shown on that bill to avoid a late fee assessment. Bills are generated as close as possible to the fifteenth of each month with payment due in full on the twelfth of the next month. Late fees of 1.25% per month will be assessed on past due balances (balance forward) before each monthly bill is generated.

What happens if I don't receive notification of the bill?

Our monthly bill and due dates are published. You are expected to monitor your child's account for new statements regardless of whether an email is received. Payment in full is expected by the due date to avoid late charges. You are responsible for ensuring your email mailboxes are not over quota and that spam filters are not excluding emails from ebill@smith.edu

Still have questions?

- Regarding tuition: CECE-(413)585-3290
- Regarding Billing: Controller's Office-(413) 585-4401

TOUCHNET PAYMENT PLAN

Plan Basics: The plan is set up to pay the balance due on the account after charges and any other payments are applied to the account. Any time you have new charges, your plan installment amounts will go up. Any time you have payments or other credits, your installment amounts will go down.

Plan Details:

- 4 month semester payment plan with optional down payment at time of signup.
- Fall term payment due dates: Aug 12, Sep 12, Oct 12, and Nov 12
- Spring term payment due dates: Jan 12, Feb 12, Mar 12, and Apr 12
- Non-refundable Fee/s:
    - $30 enrollment fee per semester
    - $ 5 late enrollment fee
    - $20 fee for returned check
- If enrolling late, all missed installments are required at the time of signup.
- Late fees of 1.25% accrue on the student account for any unpaid portion of the monthly installment due if not paid by the due date.
- Plan is available by semester only. Tuition is applied per semester so a plan must be set up each semester.

Automatic Recalculation of Installment Payments:

- TouchNet is directly linked into the Smith College financial system and reflects real-time activity on a student account.
- Payment plan monthly installments will automatically recalculate to reflect any changes in miscellaneous fees or payments.
- Recalculation is set to occur each night.
- If a change occurs within 14 days of an upcoming installment due date, recalculation locks in the upcoming installment amount and will only spread the change over any remaining payments.
- A notification of the change in monthly installments will be sent to the plan holder when recalculation occurs.

How to set up a Payment Plan:

- Log in to TouchNet, click on Payment Plans on the menu bar.
- Click on Enroll Now
- Select the appropriate term and click “GO”
- Select a plan and click “Select”
- Review Payment Plan enrollment information and if ok, click “Continue”
- Review Eligible Charges and Credits, enter a down payment amount if you would like.
- Click “Display Payment Schedule” and review displayed schedule. Go back and add in or change the down payment if you would like and click on “Recalculate Payment Schedule” again.
- Choose whether you would like to Set up Automatic Payments and click Continue.
- Choose a payment method and click “Select”
- Review the Payment Plan Agreement. If you agree, Click “I Agree” and then Click Continue.
- Review the Terms and Conditions of the Payment and if you agree, Click “I agree to the above terms and conditions” and the Click “Continue”
- A payment receipt will be displayed for you.

A Plan Can Be Canceled:

You must contact the controller’s office, (413) 585-2200 to cancel your plan. You are responsible for any balance due after the plan has been canceled.