

E-Billing Instructions for Undergraduate Students

Following are instructions for using TigerPay, Princeton University's new electronic tuition bill system.

Please note that as per the Family Educational Rights and Privacy Act (FERPA), the student is financially responsible for his/her Student Account. However, you may give parents and others access to your tuition bills and account activity. To do so with TigerPay, the your must first enroll in e-billing. Then, you will be permitted to 'invite' parents and other individuals responsible for paying student bills. Enroll today!

Getting Started:

1. You will receive an email with the subject "You have been invited to enroll to use TigerPay".
2. Follow the link in the invitation email to enroll.
3. Click on the new user "Sign UP" button from the site:

New User? Sign Up Now!



4. Select the "Student" radio button.
5. Review and then click the "Accept" box for the Terms and Conditions required for using this site.
6. Enter your Last Name, Princeton University ID Number (your PUID is printed on your Princeton ID card), and Date of Birth. Click the "Next" button.
7. Your Contact Information will be displayed on this screen. If we are required to also send a paper bill to your non-campus home address (reserved for cases where a computer/e-mail is not accessible to those at home), please check "Receive paper bills in the mail". Click the "Next" button.
8. Select a Username and Password. Note that usernames and passwords are case sensitive. You should keep your TigerPay User Name and Password confidential and in a safe place for reference. This will be required each time you login into TigerPay.
9. Your primary e-mail address will be your Princeton University e-mail address. You may, however, add additional e-mail addresses.

You have now created your TigerPay account!

From the next panel, you can:

- View/print current bill.
 - View/print previous bills.
 - View recent account activity not yet billed.
 - Create a Payment Profile for submitting secure electronic payments.
 - Make electronic payments and view electronic payment history.
 - Invite Parents and others to view and receive your bill electronically.
- **POP-UP BLOCKER ALERT! The bill will be presented in a pop-up window. If you have pop-up blocking software or a browser that is configured to suppress pop-up windows, you may have to deactivate or reconfigure your software. No pop-up advertisements are used on this site and no adware is installed by using this site.**

Instructions for inviting parents (or other payers) to sign up for TigerPay:

1. From the “My Profile” tab, click the button “Invite Other Payer.”
2. Enter a ‘nickname’ for the account (e.g., mom, dad), your student email address as the primary address, and the email address of the person you wish to invite.
3. Click “Invite” after completing the Other Payer information.
4. The TigerPay system will send an e-mail to the payer with a special Activation ID number. The Activation ID number along with your Princeton University Identification Number (PUID) will enable them to sign up and to associate them with your account. The invitee can then enter their payment account information. For additional questions and answers, please visit the Student Accounts website: <http://web.princeton.edu/sites/TreasurersOffice/LandR/StudentAccounts/>.

Frequently Asked Questions for Undergraduate Students

When will an e-bill be available for review?

Once you have enrolled, an email notification will typically be sent by the end of each month.

Will I receive a bill every month?

Yes. However, balances under \$25.00 for incidental charges will not be immediately due. Our objective is to have monthly account activity available to you for viewing at any time.

Will my parents automatically get a bill even if I do not invite them?

No! You must invite your parents in order for them to view or receive a bill.

Is there a limit to the number of payers a student can invite?

You can invite as many people as you choose, even those not sending payments.

What if my parents do not have an e-mail account?

Your parents may still view bills and pay online. However, they will not receive a notification that a new bill has been produced.

Can international students enroll in TigerPay?

Yes, e-billing is encouraged. Once you enroll and invite others, they will be able to view and print your bill immediately avoiding postal delays and possible late payment fees.

What if I need an official paper bill?

There will no longer be a paper bill automatically. You can, however, print the online bill and this document represents an official Princeton University Bill. A paper bill will only be mailed by Princeton if indicated by you during TigerPay enrollment. This exception is suggested only for households without access to a computer. *Please remember that you can at any time print and mail a paper bill as needed.*

How do I remove a parent or other invited party from receiving e-bills?

From the “My Profile” tab, click on the “nickname” link, enter your email address, uncheck “Student Account Bill” and then click “Update.”

Are there fees associated with TigerPay?

No. There are no fees for using TigerPay.

My account shows a credit balance, how do I request a check?

If your Student Account is in a credit status, please click on “Credit Release Form” and complete the online request form.

What are the technical requirements for viewing the TigerPay site?

This site is best viewed using Internet Explorer 5.0 or higher, Netscape 6 or higher and Mozilla Firefox 1.0.6 or higher on a PC. Cipher Strength must be 128 bit encryption. It runs on most operating systems including Windows XP, Windows VISTA, Macintosh, Media Center 2005, Windows 2000/NT, and others.

Payments**What are the restrictions for making e-payments?**

E-payments can only be processed from a US financial institution. Your bank’s routing number will be automatically verified using the Federal Reserve E-Payment Routing Directory and your bank account number will be validated at the time the transaction reaches your bank.

Are credit card payment allowed?

No. The University does not accept credit card payments for Student Account bills.

How can I make an e-payment?

Simply click on “Home” and then the “Pay Now” button. This will direct you to the “Make Bill Payment” panel to initiate payment. After you have completed the process, you will receive an online confirmation that your payment has been submitted. You will also receive a tracking number to monitor the status of your payment.

Can international payers make e-payments in TigerPay?

At this time, the e-payment network is limited to US checking or savings accounts. To submit payment by paper check in US dollars, please print the remittance coupon from the e-billing site. If you wish to wire the funds, please email our office at studacct@princeton.edu for instructions.

Can I still elect to make a paper check payment?

Yes. To insure proper crediting, please print a copy of the bill and include the top portion with your payment mailed to the remittance address indicated at the top of the bill. Payments can also be made in the Student Accounts Office in 3 New South.

Do I have to store my bank account information on Tiger Pay?

No. If you choose not to store your bank information, you will need to enter the information each time you wish to make an e-payment.

Is my bank account information secure?

Yes. Bank account information can only be accessed by the specific payer who has entered those payment accounts in their profile. While the amount of the payments are available to the student and the owner of the “payment account”, all bank information is marked as confidential and only the owner of the payment account can make payments using that account. Please be reminded that you and all invited payers should keep your TigerPay User Name and Password confidential and in a safe place for reference.

Can I have more than one payment account?

Yes. You may add multiple payment accounts (checking and savings, for example) when you initially enroll by clicking the “Add Payment Account” button.

How do I change my banking information for payment?

Once you enter your bank information you cannot revise that information; you must “Remove” that information under “Bank Account Profiles” and add the new information.

When can I begin making payments using TigerPay?

You can begin making payments as soon as your enrollment in TigerPay is completed.

What if my payment is returned?

You will receive an e-mail from TigerPay notifying you the reason your payment was returned or rejected. Please check your account information to be sure it was entered correctly. Please be aware that payments returned for insufficient funds will be assessed a return check fee of \$25.00.

Why is my payment not reflected immediately?

Your student account bill is a snapshot in time of your account. Any charges or credits since the bill was issued can be viewed from the Recent Activity Tab.

Can I add accounts later, after I have set up E-billing?

Yes. You will need to select “My Profile” tab and continue to the “Bank Account Profile”. Then, click “Add Payment Account” button.

Help?

What if I have other questions?

If you have additional questions you may call the Student Accounts Office at 609/258-6378 or email your questions to studacct@princeton.edu