

Bates

Bates eBill Frequently Asked Questions for Students and Parents

Q. How do I access my eBill?

A. You may view your eBill by following these instructions:

- In the web browser of your choice, open www.garnetgateway.com
- Login using your Garnet Gateway User ID and PIN
- Click on the View My Student tab (you will be required to change your PIN number and create a security question/answer the first time you login)
- Choose the student account you wish to view, and under Student Account Access, select Receive E-Mail Notification and View Bills
- Click on the statement (displayed by month) that you want to see

Q. What if I forget my password?

A. To reset your password, please contact the Bates College Help Desk at (207) 786-8222 or helpdesk@bates.edu.

Q. How do eBills work?

A. Students can authorize parents and other individuals to have view access to their Garnet Gateway financial aid and/or student account records – once authorized, users are provided with login credentials which can be used to access the student's online information and the eBill. Bates sends an email to students and authorized payers when the eBill is ready. The eBill can be viewed and printed by the student or parent.

Q. I want my parent to receive my eBill – can you add my parent?

A. You, the student, are the only person who can establish permission for parents or others to view your information, and you have the ability to update those selections at any time. Additional information, including instructions for parents and students and a list of Frequently Asked Questions can be found at <http://www.bates.edu/x220631.xml>.

Q. How can I change my email address for billing notifications?

A. If you are a student, billing notification will always be sent to your Bates email address. Parents should forward email address changes to records@bates.edu.

Q. Can you send me a paper copy of the bill?

A. We are not able to send paper copies of the bill. You may print a copy of the eBill for your records.

Q. Why have paper bills been replaced with eBills?

A. By eliminating paper bills, Bates is able to deliver information more efficiently to families, conserve resources, and cut down on the expenses associated with mailing nearly 12,000 annual paper statements.

Q. How will I know my eBill is ready?

A. Each month when bills are ready, you and the people you've authorized will receive an email notification that the eBill is ready.

Q. Are eBills secure?

A. Yes, eBills can only be viewed from within the Garnet Gateway, which is a secure environment.

Q. When I make a payment, will I see it on my eBill immediately?

A. The eBill is a “snapshot” of the charges, payments, and anticipated credits to the student account as of a specific date. This information is updated each billing cycle, whenever there is activity on the account. Payments that are made after the receipt of an eBill will appear on the next eBill, if a balance still exists on the student’s account.

Q. Does Bates accept credit card or online payments?

A. You may make online payments using a checking or savings account at www.afford.com/bates. Online payments are processed by Tuition Management Systems (TMS) and can take up to ten business days to appear on your account. Bates College does not accept credit cards for payment of the student account.

Q. My parents and/or I have applied for a loan, but it doesn't appear on my eBill – why is this?

A. Loans do not typically appear on the first semester eBill, as Student Financial Services is still in the process of certifying eligibility. If you have applied for a student or parent loan that is not reflected on your statement, you may deduct one-half of the amount for which you’ve applied when you make your payment. Federal loans that have been certified will be disbursed to the student’s account during the first week of classes.

Q. My eBill shows authorized and memoed amounts. What does that mean?

A. Authorized financial aid is aid that has been approved and processed, but must wait for an official disbursement date to arrive before it can be disbursed. Memo items may include financial aid that is still in the process of being authorized, such as a Federal Perkins or Direct Student or Parent Loan, or anticipated Tuition Management Systems (TMS) payments. Both authorized and memoed amounts have already been deducted from the balance due on your eBill.

Q. Who do I contact if I have questions about individual items on my bill?

A. If you have questions about comprehensive fee charges or financial aid that appear on your eBill, you can contact Student Financial Services at (207) 786-6096. If you have questions about charges for items like the ones that appear on the list shown below, you must contact the office responsible for the posting those charges.

Type of Charge	Department	Phone Number
Dorm Damage, Personal Damage, Furniture Storage or Removal	Physical Plant	(207) 786-6205
Health Services	Health Center	(207) 786-6199
Overdue Fines, Book Replacement	Ladd Library	(207) 786-6263
Parking Permits/Fines, ID Replacement, Lockout Charges	Bates Security	(207) 786-6254
Athletic Gear, Equipment	Bates Athletic Dept.	(207) 786-6368

Q. My account has a credit balance – how do I request a refund?

A. If a credit balance is the result of overpayment or the application of financial aid, you may request a refund by completing a Request for Refund Form, available at <http://www.bates.edu/x176614.xml>, and returning it to Student Financial Services. If you do not request a refund, any credit balance will remain on the account to be applied to future charges.

Q. I don't need health insurance because I'm already covered through my parent – how do I remove the charge for student health insurance that appears on my bill?

A. If you wish to waive the student health insurance charge, follow these instructions:

- Log onto the “Garnet Gateway”, and select “Student Financial Services Menu”, then under “Billing & Student Accounts Menu” choose “Student Health Insurance Waiver.”
- Enter the following information about your existing insurance policy: Policyholder Name; Insurance Company; and Policy Number. *Upon submitting the Online Waiver Form, you will receive a confirmation number as documentation that the form has been submitted.*

If you encounter problems completing the form, you may contact our office at (207) 786-6096. If you have questions concerning policy coverage, please contact the Bates Health Center at (207) 786-6199. At this time, only students have the ability to waive health insurance online.

The online waiver process closes on September 30, 2011, and the charge cannot be removed after this deadline. There are no exceptions to the September 30 deadline.

Q. Who should I contact if I have other questions?

A. Contact information for Student Financial Services:

Student Financial Services
Bates College
44 Mountain Avenue
Lewiston, ME 04240

Phone: (207) 786-6096
Fax: (207) 786-8350
finoff@bates.edu