

Continuing Students Tuition Payment Methods and billing

Obtaining Invoices:

Only online billing system for returning students is applied at AUC. Each student has his/her own link to access Banner Self Service (BSS) anytime. Through BSS link, students are able to view their accounts or print tuition payment order to be presented to CIB for cash payments. Students/Parents who have BSS credentials are able to access Banner accounts anytime through Banner Self Service. BSS online services include subscribe for bus and applying for deferral as well. Online payments, ATMs payments, and bank transfers do not require printed invoice.

How to get your invoice:

You can get your invoice through your Banner Self Service (BSS) Account:

1. Visit your Banner Self Service Account by clicking here.
2. Login with your AUC email username and password
3. Click on "Student" Then "Student Account" then "Account Detail for Term".
4. Click on Continue, then select term from Select a Term drop list then press Submit
5. The last lines says "Current Amount Due" are the amounts due to be paid (EGP or USD)
6. Print the Account Summary page to be used for payment.

Students who have difficulties to access BSS might step by the Student Accounts Office front desk Admin Building Plaza level AUC NC 8:30am-4:00pm official business days for printed invoice.

Tuition Payment methods:

While Egyptian student's tuition is expressed in pounds and in dollars, all Egyptian students may pay in EGP according to the prevailing sell rate on the day of payment. All international students must pay in USD.

1. **Cash payments to any of the CIB branches except for CIB new campus branch.**
2. **Payments by a bank draft or a certified check to the Student Services Center (SSC) Cashier.**
3. **Credit Card AUC Tuition Payment (online payment).**

Student may pay their tuition and fees with a credit card. AUC currently accepts Visa, Master Card, and Discover through online payment only. A 3 percent convenience fee will be assessed for payment by credit card. Credit Cards are not accepted at the SSC Cashier or the CIB branches. Credit Card payments cannot be made over the phone. Any refund due and originally paid by credit card will be returned by AUC to the same card. The convenience fee is non-refundable.

We request that all students pay their full amount due at one time.

To pay your tuition online on Banner Self Service:

- a) Visit your Self Service Banner SSB.
- b) Login with your AUC email username and password.
- c) Click on Student, then click Student Account, then click Pay Online.
- d) Click on Continue, then select Currency to choose the amount you wish to pay online.

- e) Account Balance and amount due are displayed on bottom of the detail transactions table based on currency selected.
- f) Press "Pay Online" button; AUC agreement - Terms of service will be displayed.
- g) Read carefully; press Agree button if you want to proceed. By pressing the agree button, the user will be directed to online payment gateway.
- h) The Payment gateway will be opened with the same Banner amount due and account balance to pay.
- i) Select one of the available amounts current account balance, amount due, or future amount due.
- j) Get your credit card then Press Make a Payment button.
- k) Supply the required credit card information. AUC will not keep any credit card information. Security measures are applied by the service providers.
- l) Proceed in paying your tuition fees.
- m) A transaction receipt will be displayed in a few seconds.
- n) Go back to Banner; check your account update and you will see that your payment has been processed.
- o) If you are wanting to pay the other part of your tuition using the payment gateway; repeat the steps mentioned above.
- p) Please make sure to complete your payments before the payment deadline.

4. Bank transfer as the following instructions:

CIB Bank Transfer Instructions

If you wish to transfer payment to the AUC, please provide your bank with the following required information:

Student Full Name: _____ AUC ID # _____

Sender's telephone _____ Email address _____

Bank transfer must include the following information:

FUNDS FOR:

The American University in Cairo
Commercial International Bank, CIB Down town branch.

Account Numbers:

100010549625 EGP

100005266372 USD

100040125978 (Egyptian students USD portion payments with EGP)

Swift code CIBEEGXC005

AMOUNT in US\$/EGP _____ DATE OF TRANSFER: _____

BANK _____ SENDER ADDRESS _____

You are required to pay to the bank any service fees they charge for the transfer. The cost of the transfer is not to be deducted from the payment sent to AUC. Student/Parent should notify AUC of receipt of bank transfer. Upon completion of your transfer, please email to AUC Accounts Office stuacct@aucegypt.edu a copy of this completed form and a copy of the bank transaction report for the transfer. The transaction report must clearly show the student name and the AUC ID, to be properly credited to your AUC account.

5. CIB AUC branch MasterCard payment credit and / or debit card:

Tuition Fees in EGP will be accepted from holders of MasterCard (only) credit and / or debit cards issued locally on any issuer bank operating in Egypt.

It is important to point out that any and all normal procedures for the identification of the card holder using the credit / debit card will apply.

6. CIB`s ATMs payment:

EGP tuition fees only can be paid by using any of CIB`s ATMs in Egypt, at any time. All you need is to enter the student ID number on the ATM and then transfer the fees from your bank account to the university`s bank account.

Types of Cards that can be used:

- All CIB cards
- All MasterCard cards issued by other Egyptian banks
(All transactions are from the EGP account **only**; No USD account is allowed)

Service Benefits:

- **Convenience:** Finalize your fee payment from any place at any time through over more than 750 ATMs available 24/7
- **Free:** Enjoy the free of charge service
- **Fast:** Pay tuition fee in few steps with no need to visit any of CIB branches
- **Security:** Use your card for payment instead of carrying cash

Steps of Payment:

- Insert your card in CIB ATM ➡ choose bill payment and mobile recharge services ➡ Education ➡ Choose AUC
- Enter the student ID
- Check your due amount displayed on screen and choose either "Accept" or "Cancel" the transaction
- Confirm your payment to be debited from your account and a notification will be sent to university

***Kindly note that this service is highly secured and there is no information shared with the bank other than the student ID and the amount due. Hence, please make sure that you insert the correct ID.**

Very important:

- Make sure to receive your payment receipt after you complete your transaction
- The payment takes 2 business days to be reflected on banner
- There is a delay one business day in updating balances on ATMs. If any charge/scholarship updated into your Banner account today, it will be reflected on the ATM amount due tomorrow

7. US Payments:

USD tuition payment can be made through the NYO as follows:

- Certified or Cashiers' check
- Money order
- Bank transfer

For checks and money orders –

1. Please make the check payable to "The American University in Cairo". Please include your AUC ID in the memo of the payment.

2. Mail the check to our Citibank lock-box address:

The American University in Cairo

Mail Code: 7805

P.O. Box 7247

Philadelphia, PA 19170- 7805

3. P.O. Box will only receive USPS mailing. **NO COURIER SERVICES -NO FEDEX NO UPS**

4. Citibank will be depositing the check directly into AUC bank account.

8. Citibank NY Bank Transfer Instructions:

If you wish to transfer payment to the AUC New York Office, please provide your bank with the following required information.

FUNDS FROM:

Sender's Name _____

Sender's Address _____

(City, State/Province, Zip Code, Country)

Sender's Telephone _____ Sender's Email Address _____

Reference: _____

(Student's name if different than sender; AUC ID#)

Purpose of Payment (Tuition, Housing, etc.) _____

Academic year & Semester & Program _____

Amount in US \$ _____ Date of Transfer: _____

FUNDS PAYABLE TO:

The American University in Cairo
 200 Park Ave Suite 1700
 MetLife Building
 New York, NY 10166

FUNDS TRANSFERRED TO:

Citibank N.A.
 411 Fifth Avenue @ 37th Street

New York, NY 10016 USA

Account# 9987336135
(Domestic Wire) Routing code/ABA# 021000089
(International Wire) Swift Code CITIUS33

Upon completion of your transfer, please fax or email, attention to: NY Student Accounts, a copy of this completed form with a copy of the bank transfer transaction report. **Fax** copies to (646) 503-6140 **or Email** to bdeshpande@aucegypt.edu. The bank transaction report must clearly show your Name, AUCID and the purpose of the payment to be properly credited to your AUC account.

NOTE:

You are responsible to pay any bank service fees to both sending and receiving banks, for a bank transfer. The fees incurred due to the bank transfer are not to be deducted, by the sender, from the payment sent to AUC. Please find our banks' (recipient) transfer fee schedule at - <https://online.citibank.com/US/JRS/pands/detail.do?ID=WireTransfers>

Tuition Refunds

Students who have credit balance may request refund as below steps or visit Student Accounts front desk:

How to apply for refund:

1. Login to <http://my.aucegypt.edu> using your AUC email user name and password.
2. On the top right of the screen, click "Add Content"
3. A navigation menu will appear on the left, Scroll down to "AUC Services"
4. Click on the "Online Forms" gadget to add it to the page
5. On the gadget, choose the "All Students" Category
6. Click on "Payment Refund Request"
7. Fill in the form and click "Submit by e-mail"

Refunds in both check form or bank transfer form proceeds in five business days.

For amounts exceeding EGP 5,000 or its equivalent in USD, undergraduate student's refunds will be hand-delivered exclusively to the student's parents or a person who has power of attorney from the student's parents. The exception to this is for US Federal loan refunds, which will be delivered to the student or his/her designate.

Tuition refund policy link:

<https://documents.aucegypt.edu/Docs/Policies/Refund%20Policy%20March%202017.pdf>

Please note that the refund percentages are applicable for charged tuition and fees not actual payments.