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Student Account Center on GUXpress

What is the Student Account Center on GUXpress?
- The Student Account Center on GUXpress provides all the information pertaining to billing.

eBill

What is eBill?
- eBill is Gannon’s official billing method which is available exclusively on the Student Account Center on GUXpress. It allows individuals and their authorized users to view semester statements and make payment online. It is a secure, convenient, and reliable alternative to paper bills.

Can I receive a paper bill?
- No. Gannon’s official billing method is eBill. All billing is delivered exclusively online.

Accessing eBill

How do I access my eBill?
- To access your bill:
  - Login to my.gannon.edu
  - Go to: GUXpress
  - Select: Students
  - Select: Student Account Center
  - Select: View & Pay Semester Bill

When will my semester eBill be available?
- Fall semester bills will be available online the second week of June.
- Spring semester bills will be available online the last week of November.
- Summer semester bills will be available online the second week of April.

Will I be notified when my semester eBill is available?
- Yes. An email notification will be sent to your Gannon email account.

What if I overlook the email notification about my semester eBill?
- Your Gannon email is your official means of communication. It is your responsibility to view your Gannon email for eBill notices. Failure to monitor your Gannon email is not a valid reason for waiving late fees or preventing your schedule from being deleted.

When is my semester eBill due?
- Payment or payment arrangements need to be finalized **one week before the start of the semester**.
  **NOTE:** The due date is one week before the start of the semester not the start date of the course. Also, students with a credit or zero balance must confirm by the semester due date or will be subject to a late fee and risk the deletion of their schedule.
What happens if I pay/confirm my enrollment late?
- A late fee will be assessed if payment is not finalized or enrollment is not confirmed one week before the start of the semester. There is also the risk of schedule deletion.

**NOTE:** The due date is one week before the **start of the semester** not the **start date of the course**.

Will I be notified during the semester if I have financial changes to my account?
- Yes. Monthly email notifications will be sent to your Gannon email for any financial changes such as tuition and fee adjustments, meal plans, financial aid adjustments, disciplinary sanction fees, etc.

Do I have access to previous semester eBills?
- Yes. On the Student Account Center on GUXpress. 
  Select: View & Pay Semester Bill
  On your Account Summary, you can choose any semester bill you want to view.

Can my parent or guardian access my eBill account?
- Yes. You may authorize a third-party user, such as a parent or guardian, to access your eBill account by selecting the “Manage Release of Student Information” link on the Student Account Center on GUXpress. 
  In accordance with the Federal Educational Rights Privacy Act (FERPA), the student is the only person who can add an authorized user.

**Confirmation of Enrollment**

What is Enrollment Confirmation?
- Confirmation of your enrollment lets Gannon know you will be attending.
  Even if you have a credit or zero balance you MUST confirm by the due date or your schedule will be deleted.
  (Gannon will assume you decided not to attend if you do not confirm.)

How do I confirm my enrollment if I have a credit or zero balance?
- To confirm your enrollment, select the “Confirm my Enrollment” link on the Student Account Center on GUXpress. If you do not confirm your enrollment by the due date, Gannon assumes you decided not to attend and will remove your schedule.

How do I confirm my enrollment if I pay on-line?
- The Cashier reviews on-line payments each morning. Once payment in full or payment arrangements are received, the Cashier’s Office will confirm your enrollment.

How do I confirm my enrollment if I pay by mail?
- Once payment in full or payment arrangements are received, the Cashier’ Office will confirm your enrollment.

How do I confirm my enrollment if I use the Semester Payment Plan?
- Complete the Semester Payment Plan Agreement available on GUXpress on the Student Account Center. Once the completed agreement and down payment are received, your enrollment will be confirmed by the Cashier’s Office.
How do I confirm my enrollment if I use Company or School District Reimbursement?
- Complete the Reimbursement Agreement available on GUXpress on the Student Account Center. Once the completed agreement and down payment are received, your enrollment will be confirmed by the Cashier.

How do I confirm my enrollment using Gannon Tuition Remission?
- Complete the Tuition Remission Application available on the Human Resource website. This application needs to be taken (or campus mailed) to the Human Resource Office. They will issue you a remission voucher which needs to be brought to the Cashiers Office along with payment of your fees. At that point, the Cashier will confirm your enrollment. (Students with Pell and/or Pheaa can use these funds towards payment of their fees.)

How do I confirm my enrollment if I am sponsored by my government?
- Once you have given the Cashiers Office a valid financial guarantee, you are able to confirm your enrollment on the Student Account Center on GUXpress.

How do I verify that my enrollment has been confirmed?
- You will receive an email notification verifying your enrollment has been successfully confirmed.
  Note: This email is sent in a nightly batch to everyone who confirmed that day. It is not immediate.
- You can also use the “Check if Confirmed” link on the Student Account Center on GUXpress to view your enrollment confirmation status.

Payment Information

What methods of payment are accepted?
- Check
- Cashier’s Check - Make payable to Gannon University
- Money Order
- Credit Card - Credit card payments can only be made online.
  A 2.65% service fee is assessed on credit card transactions.
  Cards accepted: VISA, Master Card, Discover, American Express
- Cash - Cash payments over $1,000 will not be accepted at the Gannon’s Cashiers Office.

How is payment accepted?
- In person in Gannon’s Cashiers Office
- Online
  E-Check & Credit Card Payments can be made online.
  Access the “View & Pay Semester Bill” link on the Student Account Center on GUXpress to make an E-Check or
  Credit Card payment.
  There is no charge for an E-Check transaction.
  A 2.65% service fee is assessed on credit card transactions.
  Cards accepted: VISA, Master Card, Discover, American Express

Parents can pay on the “Student Bill and Payment” link if their student granted them access. Parents without access can make an online payment at www.gannon.edu/epayment.
By mail
Please indicate the student’s ID number on the check and mail to:
Gannon University
Cashier’s Office
109 University Square
Erie PA 16541

How do I make an International payment?

- International payments are required to be made through Flywire. Flywire makes international payment safe and easy.
  - With Flywire you can: Track your payment from start to finish.
    - Save on bank fees and exchange rates.
    - Receive dedicated customer support.
  - Payment can be made at: gannon.flywire.com

Can I set up a Payment Plan?

- Yes. The Cashier’s Office offers an annual and semester payment plan for students who do not have the full resources to cover the cost of their bill.

  **Annual Plan**
  A TuitionPay Plan is available through Higher One which enables you to pay all or part of your annual costs in ten interest free payments. The payments are made from June until March.
  The plan amount needs to be set up for the total of your Fall and Spring semesters because one-half of the plan amount will be applied to your Fall bill; the other half to your Spring bill.
  There is a $55 enrollment fee. For more information on the plan go to: tuitionpaymentplan.com

  **Semester Plan**
  A Semester Payment Plan is available through Gannon’s Cashier Office which enables you to defer up to $2,500 per semester for a $30 processing fee.
  A Semester Payment Plan Agreement is required and available on GUXpress on the Student Account Center.
  To find the Agreement: Select “View and Pay Semester Bill” link and the agreement is located in Helpful Links.
  For a balance greater than $2,500, a down payment of the difference between the total due and $2,500 is required with the signed agreement.
  For a balance less than $2,500, a 25% down payment is required with the signed agreement.

Why isn’t my private educational loan deducted from my bill?

- If your private educational loan is not deducted on your bill, you need to contact your lender to see if there is a problem. Your loan will be deducted as Anticipated Aid on your bill once it is finalized.
  You need to apply for your loan at least three to four weeks before the due date because it usually takes that amount of time for processing.

What should I do if I am receiving an Outside Scholarship?

- Provide a copy of the award letter or the actual check to the Cashier’s Office so the amount can be deducted from your bill.
What if I have Company/School District Reimbursement?

- Gannon will let you sign an agreement to defer the portion your company/school district will reimburse. The agreement works like this:
  - Students who receive 100% reimbursement need to make a $100 down payment per semester. Students who receive partial reimbursement must pay the portion not covered by their employer. In either case, the down payment and a completed Reimbursement Agreement Form must be submitted to the Cashier’s Office by the semester due date. The balance is deferred until 30 days (45 days for school district reimbursement) from the last day of the semester. Any student who fails to make payment in full by this date will be liable for a $50 late fee. Reimbursement Agreement Forms are available on GUXpress on the Student Account Center.

What should I do if I am using a College Savings Plan?  (ex: 529 Plan, TAP)

- You should make arrangements to have the funds sent to the University before the semester due date. If the funds will disbursed beyond the due date, provide the Cashier’s Office with a copy of the fund request indicating the amount that will be received.

Refunds

What is the Refund Policy for Dropped Courses or a Complete Withdrawal?

- Tuition & Fees
  - **14 week courses**: A percentage of tuition charged will be refunded as follows: 100% during the first week; 80% the second week; 60% the third week; 40% the fourth week; and no tuition refund thereafter. For fees, 100% refund will be given during the first week; and no fee refund thereafter.
  - **7 week courses**: A percentage of tuition and fees charged will be refunded as follows: 100% during the first week; and no tuition or fee refund thereafter.
  - After the first week, there is no financial adjustment when a student drops from full-time to part-time.

- Housing
  - A 100% refund will be given during the first week of the semester; and no refund thereafter.

- Meal Plan
  - A meal plan dropped during the first week of the semester will be refunded the full cost of the plan less the equivalent cost of meals consumed prior to dropping the plan. After the first week, a percentage of the meal plan cost will be refunded as follows: 80% the second week; 60% the third week; 40% the fourth week; and no refund thereafter.

How do I receive a refund for any excess credit on my account?

- Gannon does not hold credit on a student’s account. Refer to the “Refund Date for Excess Credit” link on the Student Account Center for more information. (The “Refund Date for Excess Credit” link is on your Account Summary under Helpful Links.)
Other Questions

Can I transfer credit from my student account to my GU Gold card?
  ▪ Yes. You can do this online using the “Transfer Credit to GU Gold” link on the Student Account Center on GUXpress or transfers can be made in person in the Cashier’s Office.

How do I make a deposit to my GU Gold card?
  ▪ Deposits can be made online at www.gannon.edu/gugold or in person in the Cashier’s Office.

How do I Add/Change a Meal Plan?
  ▪ To ADD/CHANGE a meal plan: Email Residence Life at Reslife@gannon.edu

Can I register for an upcoming semester if I have a past due balance?
  ▪ No. A financial hold is placed on your account if you have a past due balance. The hold will prevent you from registering for a future semester, release of transcripts, and receiving your diploma.

Do I have access to my 1098-T forms online?
  ▪ Yes. Use the “View My 1098-T Forms” link on the Student Account Center on GUXpress.