

Frequently Asked Questions

Q – What forms of payment does Queens University accept?

A –Queens accepts Visa, MasterCard, Discover, American Express, and Electronic Checks (ACH) tuition payment via online through MyAccount. *There is a 2.75% convenience fee for all credit and debit card payments. There is no fee for electronic checks.

Q- What if I want to mail in a check or need to mail a 529 check, where do I send it?

A- Yes, you can mail in a check. Be sure to include the student ID number. On a 529 check be sure it says FBO (for the benefit of) if the students name is listed on the check. Mail checks to: Queens University of Charlotte, Student Financial Services, 1900 Selwyn Ave, Charlotte, NC 28274

Q- Can I use my savings account make an electronic tuition payment?

A- Most banks do not allow drafts on a saving account. Contact your bank to find out if it is allowed. Credit card cash advance checks, brokerage account checks, and home equity line of credit checks cannot be used for electronic check (ACH).

Q – How do I view my student account balance?

A – Your student account is viewable online by logging in to *MyAccount*, clicking on *Student Accounts* (located on left side), then click on *Course and Fee Statement* (located on right side).

Q- I paid the \$50 setup fee for the 4-Month Payment Plan, but the drafts are not coming out. Why not?

A- You may have skipped the step of setting up the auto draft or the auto draft needs your attention. Paying the fee does not automatically setup the auto draft. You will have to setup the draft in the *Auto Payment Payments* section, enter the amount for the draft and payment information. If you still need assistance with this please contact Student Accounts at 704-337-2225 or studentaccounts@queens.edu.

Q – I setup the auto draft for the payment plan but I have had to withdraw from the university. Do I need to do anything with the auto draft?

A – Yes, you will need to deactivate the auto draft in MyAccount where you originally setup the auto draft. This is not done automatically.

Q – I am on the payment plan and need to increase the draft amount. Is this done automatically? How do I edit the amount I am paying?

A – No, the auto draft amount does not adjust automatically. You will need to login to MyAccount where you originally setup the auto draft and click on Edit to adjust the draft amount. Any changes to the amount must be done at least 5 days prior to the draft date or the changes will not take effect.

Q – The credit card I used for the auto draft payment has expired. How do I update my payment information?

A – You will need to login to MyAccount where you originally setup the auto draft and click on Edit to update the payment information. Any changes to the payment information must be done at least 5 days prior to the draft date or the changes will not take effect.

Q – I need a receipt for a previous term to turn in to my employer, but I cannot find it on MyAccount. Where can I get a copy?

A – You can email studentaccounts@queens.edu from your Queens email address requesting the copy. Please specify the term and year needed.

Q – I overpaid my student account and a credit is showing. How do I get that refunded to me?

A – From your Queens email address, send an email to studentaccounts@queens.edu requesting the refund amount. Be sure to verify your mailing address so that we can be sure it goes to the correct address.

Q – I am receiving a scholarship from an outside organization. Where do I tell them to mail the scholarship check?

A – Mail the outside scholarship check to: Queens University of Charlotte, Student Financial Services, 1900 Selwyn Ave, Charlotte, NC 28274

Q – What if my question is not listed here, who can I contact if I have a question about my student account?

A – Contact Student Financial Services at 704-337-2225 or by email studentaccounts@queens.edu.