



UWI
ST. AUGUSTINE
CAMPUS

FEE PAY

UWI ST. AUGUSTINE



1. What is FEE Pay?

FEE Pay is a new initiative by The University that enables you to gain financial clearance by enrolling in a payment plan.

2. How do I enrol in FEE Pay?

To enrol in FEE Pay, follow these 3 steps:

STEP
1

Sign into the **Student Portal** at <https://my.uwi.edu>

STEP
2

Complete the **Registration Process** following the instructions on the [Online Registration Instruction Guide](#)

STEP
3

Then, click **Enrol** in FEE Pay

3. Why must I enrol in the new FEE Pay?

Enrolling in FEE Pay is now part of the registration process to gaining financial clearance. Financial clearance is required before a student can be guaranteed class registration and access to myeLearning, Library facilities and other services.

4. How soon am I required to enrol in FEE pay?

The enrolment period for FEE Pay begins on the first day of the Semester's registration period. After selecting your courses, you are required to enrol in FEE Pay to receive financial clearance.

5. How often should I enrol in FEE pay?

You are required to enrol in FEE Pay every semester for which you are registered as this process would grant you financial clearance.

6. Is there a cost to using FEE Pay?

Yes, there is a **TT\$35.00** non-refundable **Enrolment Fee** charged to your Student Account (each Semester) when you enrol in FEE Pay. This charge is included in all eligible charges and evenly distributed in the instalments.

7. Have the compulsory fees increased because of FEE Pay?

No. The compulsory fees remain as follows:

- **Continuing Students:** \$845.00 for undergraduates and \$865.00 for postgraduates.
- **New students:** \$1,465.00 for undergraduates and \$1485.00 for postgraduates.

8. Is the TT\$35.00 enrolment fee part of the compulsory fees?

No. The TT\$35.00 enrolment fee is an **administrative (maintenance) fee** and is not part of the compulsory fees.

9. Do I need to pay the TT\$35 enrolment fee if I am not paying online?

Yes. This fee is to be paid regardless of the payment method selected. The TT\$35 is a fee for enrolling in FEE Pay to allow you to gain financial clearance.

10. How do I pay the TT\$35 enrolment fee if I do not pay online?

You can use any of the payment options below:

- Wire transfers (for foreign students)
- Over the counter at a branch of Republic Bank Limited

11. Where on the Student Bank Deposit slip do I indicate I am paying for the TT\$35.00 enrolment fee for over-the-counter transactions at Republic Bank?

When using the Student Bank Deposit slip, state the amount in the 'Total Fees Paid \$' row.

After successfully enrolling in a plan, the instalment amount will be calculated by the system and stated on the Plan Agreement.

When the Bursary receives your proof of payment, your account will be updated with the amount paid.

12. If I am paying my fees in full, do I need to enrol in FEE Pay?

Yes. Enrolling in FEE Pay is required to receive financial clearance. After enrolling in FEE Pay, simply proceed to pay your fees in full.

13. Am I required to make a down payment when I am enrolling in FEE Pay?

It is optional to make a down payment upon enrolling. However, you must remember to make all instalment payments by the relevant due date. On the FEE Pay home screen, there is the option 'Make Payment', which can be selected.

14. How many instalments would I be allowed under the Fee Payment plan?

For semesters 1 and 2, you are allowed 3 instalments. Whereas, for semester 3 (summer), you are allowed 2 instalments.

15. Must I have a credit card or debit chip card to enrol in FEE Pay?

No. You are not required to have a credit card or debit chip to enrol in FEE Pay.

16. How may I pay my fees after I have enrolled in Fee Pay?

There are 4 options by which payments can be made.

1. Online via **mySecureArea** (preferred option as payment would be applied with 24 hours) using:
 - a. Mastercard
 - b. VISA Credit card
 - c. International Chip Debit Cards
 - d. Trinidad & Tobago Debit Cards.
2. At any branch of Republic Bank Ltd using the UWI student deposit slip.
3. Internet Banking
4. Wire transfers

17. When will my payments be posted to my student account?

The timeframe for payment updates to your student account varies depending on the payment method used.

PAYMENT METHOD	TIMEFRAME FOR STUDENT ACCOUNT UPDATE
Via mySecureArea (using credit or debit chip card)	Instantaneous
Other options (Over the Counter Deposits, Internet Banking and Wire transfers)	3-5 business days.

18. Is it possible to schedule monthly payments?

Yes. When you are enrolling in FEE Pay, you will be asked if you would like to set up automatic payments. You can select 'Yes'

You must select a date **before** the due date of the instalment for the automatic payment.

This option is only available for students who are making payments online. This can be done using:

- Mastercard
- VISA Credit Cards
- International Chip Debit Cards
- Trinidad & Tobago Debit Cards.

19. Can I pay my instalment before the due date?

Yes, you can make your payments at any time on/or before the due date.

20. Can I make a payment for an amount which is more than my instalment?

Yes, you can make payments at any time for any amount towards your next instalment. However, the entire instalment must be paid by the due date to avoid late charges and an AR hold being placed on your account.

21. Why am I seeing “You do not have eligible charges” when I try to enrol?

Before enrolling in FEE Pay, you should have already selected courses for the semester. If you have done this but your fees are not reflected, please email servicedesk@sta.uwi.edu for further assistance.

22. If I have outstanding fees, will I be able to enrol in the FEE Pay Payment Plan?

Yes. If you have outstanding fees, you will be able to register for the current academic year and enrol in the FEE Pay. The arrangement will be in effect for semester 1 2021/2022 **only**.

23. I paid off an instalment and now I see an amount due for it. Why?

If you have new charges on your student account and the due date has not yet passed, instalments due would be reopen. If this is not the case, please email servicedesk@sta.uwi.edu for further assistance.

24. Will I receive a notification when my instalment amount changes?

An email notification will be sent to your **UWI student email address** following each recalculation to reflect the new payment amount.

25. Will I receive a notification when my instalments are due?

Yes. You will receive an email reminder prior to when your instalment becomes due.

26. If I have an overpayment on my account, will the FEE Pay system take this into account?

Yes. The system will apply the overpayment to the current charges for the semester and then calculate the instalments.

27. What balances will be included in the FEE Pay Payment Plan?

The amount to be paid will include the following for the semester:

- Tuition & Compulsory Fees
- Enrolment Fee
- Previous outstanding balances
- Previous overpayments

28. My instalment is due today but when I try to make the payment online, I get a message saying I cannot pay as it is already scheduled, what do I do?

If you selected 'yes' to schedule payments when you enrolled in FEE Pay, you are not required to take any action as payments would be processed automatically. It is possible that one of those payments is being processed today. FEE Pay will not allow you to make another payment on the same day to prevent overpayment or double payment.

29. My instalments have changed since enrolling in FEE Pay. Why?

Any adjustments to charges on your student account due to courses being added or dropped would result in your previous instalment being recalculated to reflect this change. Balances on FEE Pay will be recalculated overnight. If the changes are not reflected immediately, you should check your account again in 24 hours.

If this is not the case, please email servicedesk@sta.uwi.edu for further assistance.

30. What happens if I miss an instalment?

Once an instalment is past due, an Accounts Receivables (AR) hold becomes effective on your account. An AR hold means you are no longer in good financial standing and will no longer have access to online services such as my eLearning and library facilities and you will not be allowed to write or submit examination papers.

31. I have missed an instalment, what should I do?

If you have missed an instalment, you are required to pay the full amount due and submit your proof of payment using this [link](#).

32. Is there a late fee for missed instalments?

Yes. In this introductory phase, a fine of \$1.00 will be charged and posted to your student account for each missed instalment.

33. Is interest charged on late payments?

No. There is no interest charged on late payments.

34. Do I still have to pay a Late Registration Fee?

The late registration fee will apply to the students who failed to select their courses online by the respective date advertised for each semester.

35. What happens when I add or drop courses after enrolling in FEE Pay?

Any adjustments to charges on your student account due to courses being added or dropped would result in your previous instalment payments being recalculated to reflect this change.

36. How do I verify if I have gained for Financial Clearance?

To verify that you have gained financial clearance:

- Log on to **mySecureArea**
- Click on **Student Services & Financial Aid**
- In **Student Records**, click on **Check Financial Clearance**

37. How do I maintain Financial Clearance?

By enrolling in FEE Pay and paying all your instalments on time.

See details of the documents that are required to be submitted [here](#).

Submit all documents and proof of payments using this [link](#).

38. How do I check whether I have an AR hold?

To check if there is an AR Hold on your account:

- Log on to **mySecureArea**
- Click on **Student Services & Financial Aid**
- In **Student Records**, click on **View Holds**

39. If I am on a full scholarship/sponsorship, do I still have to enrol in Fee Pay?

Yes. You must enrol in FEE Pay to receive financial clearance even though you are on a full scholarship/sponsorship.

Documents are to be submitted in the usual manner. *See 'How do I maintain Financial Clearance' above*

Once your documents are received, your account will be updated to reflect the scholarship or sponsorship payment.

GATE payments will be dependent on your application being Means Test approved by the GATE office.

40. If I am partially funded through a scholarship/sponsorship, do I still have to enrol in Fee Pay?

Yes. You must enrol in FEE Pay to receive financial clearance even though you are on a partial scholarship/sponsorship.

Documents are to be submitted in the usual manner. *See 'How do I maintain Financial Clearance' above*

Once your documents are received, your account will be updated to reflect the scholarship or sponsorship payment.

GATE payments will be dependent on your application being Means Test approved by the GATE office.

If you are receiving partial sponsorship, the plan will be recalculated to reflect the amount payable by yourself.

41. If I have an Accounts Receivable (AR) Hold from a previous semester, can I still enrol in Fee Pay for the current semester?

No. You will not be allowed to enrol in FEE Pay if you have not met your financial obligations for a previous semester. You should pay any balances in full and/or submit any outstanding documents so that the AR Hold can be removed.

42. I have already enrolled in FEE Pay but have requested a Leave of Absence or would like to withdraw? What should I do?

It is your responsibility to ensure that you receive approval for your application for Leave of Absence or Withdrawal. Once received, a copy of the letter issued by the Student Admissions or Graduate Studies Office should be submitted to the Bursary; Student Accounts and Receivables Section.

43. Can I give someone else access to FEE Pay on my behalf?

A user authorised by you would have access to view your student account activity and make payments on your behalf. To add an authorized user:

- log on to **FEE Pay**
- click '**Authorized User**' link in the '**My Account**' menu
- click '**Add Authorized User**'
- enter the email address of the authorized user
- grant the user permission to view student account information
- click '**Continue**' to finalize.

44. Can the Plan Agreement impose legal obligations?

Yes. The FEE Pay Plan Agreement is a legally binding document. By selecting '**I agree to the terms and conditions**' you have granted consent and acceptance to the terms of the plan.

45. How can I ask for help in accessing or using Fee Pay?

You can submit an email request to servicedesk@sta.uwi.edu for any help required.