

The University of Manchester – Student Payments and Registration FAQ's

Q. Can I pay my fees online?

Yes, please use this link to pay any outstanding tuition or accommodation fees

<https://epay.manchester.ac.uk/gbpfee>

Q. Will the University still collect the next instalment of my tuition fees?

Yes, for a reminder of when your tuition fees are due please see

<http://www.studentsupport.manchester.ac.uk/finances/tuition-fees/payments/self-financing-students/paying-in-full/direct-debits/>

Q. Can I change the details of a Direct Debit that has been set up to pay my fees?

The Direct Debit account holder, whether that is you or your parent/guardian, can change the account by filling in a new Direct Debit Mandate with the University. The Direct Debit can be cancelled by the account holder at any time by contacting their bank. Blank tuition and accommodation mandates can be downloaded and emailed to

Tuition mandates: <http://www.studentsupport.manchester.ac.uk/finances/tuition-fees/payments/self-financing-students/paying-in-full/direct-debits>

Completed mandates should be returned via email to tuitionfeedirectdebit@manchester.ac.uk

Accommodation mandates: <http://www.accommodation.manchester.ac.uk/essential-information/getting-ready/payment-plans/>

Completed mandates should be returned via email to ddacomm@manchester.ac.uk

Please note: Mandates must be received in advance of a collection dates in order that any changes can be made.

Direct Debt Collection	New mandate to be received by
21 st April – Accommodation Charges	2 nd April
22 nd April – Tuition fees	2 nd April
7 th May – Tuition fees	22 nd April

Q. Will the University be refunding me part of my tuition fees?

Although physical face-to face-teaching has been suspended, the University continues to support all our learners to achieve their desired learning outcomes. As such, we will not be refunding tuition fees.

Q. How much is my next instalment?

You can view this information online via My Manchester and going to the My Finances tab. If you have any queries relating to this, please contact tuitionfees@manchester.ac.uk

Q. I am a returning student due to register in April/May 2020, am I still able to do so?

Yes, the completion of registration and the payment of your tuition fees is an online process. Please refer to our online guide for further information.

<http://www.welcome.manchester.ac.uk/new-students/get-ready/your-it-services/online-registration/registration-steps/>

Q. If I require assistance with the online registration process who do I contact?

Please contact the Student Services Centre (Student Payments and Registration Team) via email: tuitionfees@manchester.ac.uk.

Q. I am having difficulty paying my tuition fees, who can I speak to?

Please contact the Student Services Centre (Student Payments and Registration Team) via email tuitionfees@manchester.ac.uk.

Q. I require a replacement Student Card as my current one has been lost/damaged?

Currently we do not have the facility to produce replacement student cards. We will advise if/when this facility is available.

Q. I require a confirmation letter for my tuition fees and/or accommodation charges, who can I request one from?

Please contact the Student Services Centre (Student Payments and Registration Team) via email: tuitionfees@manchester.ac.uk.

Q. What if my question is not answered above?

Please note that the Student Services Centre is currently unable to receive phone calls all communication is via email. If you have any further questions or require more information please contact the Student Payments and Registration team via email: tuitionfees@manchester.ac.uk and we will respond to your query as soon as possible.

Q. When can I expect to receive a response to my email?

We are currently experiencing high volumes of email enquires but aim to respond within 7-10 working days.