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Policy for Fee Payment

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1. Purpose

This policy outlines the procedure for notifying parents, sponsors and self-sponsored students about fee payments and ensuring receipt confirmation, maintaining transparency and accountability.

2. Scope

This applies to all students and parents/guardians responsible for making payments related to tuition and other school fees.

3. Fee Payment Notification Process

- **Invoice Generation:**

- The finance department generates fee invoices at the beginning of each term/semester.
- A digital copy is uploaded to the student's portal, and a printed copy is available upon request.

- **Payment Methods:**

Fees can be paid via the following methods:

- **Using USSD Payment :** Guidelines are available in the website <https://tau.edu.zm/tau-application-form/#step-4>.
- **Bank Transfer :** Account details are provided in the student portal.
- **In-Person :** Payments can be made using debit/ credit cards at the Finance Office during working hours.

- **Notification Methods:**

- Parents/Sponsors/ Self sponsored students receive notifications via:
 - **Email :** Invoice details and payment deadlines.
 - **WhatsApp :** Quick reminders for upcoming due dates.
 - **Printed Notices :** Sent home with students (if applicable).

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- **Reminder Schedule:**

- **First Reminder** : Sent **15 days** before the due date.
- **Final Reminder** : Sent **3 days** before the due date.
- **Overdue Alert** : Sent **1 day after** the due date with penalty details.

4. Payment Confirmation and Receipt Issuance

- **Payment Verification:**

- Once payment is received, it is verified within **3 business days**.
- If discrepancies arise, parents/sponsors / Self Sponsored students must provide proof of payment.

- **Receipt Generation:**

- An official digital receipt is generated and emailed to parents.
- Parents can download receipts from the school's portal.
- Hard copies are available upon request.

- **Acknowledgment Notification:**

- A confirmation is sent once the payment is processed through Email/WhatsApp.

5. Late Payments

- Late fees are applied as per the institution's policy.
- If fees remain unpaid, students will not be allowed for their exams.

6. Contact for Payment Issues

For any payment-related queries or issues, parents/Sponsors/Students may contact:

- **Finance Office Email** : finance@tau.edu.zm
- **Additional Support** : Contact respective assigned Student Mentors.

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Flowchart for sending notifications to parents on fee payment

