FAQs on
Online Tuition Payment

1

My student portal is locked/cannot be opened/not working?

If the student cannot access his/her student portal, she/he may contact the Helpdesk at local 3225 or email at accountverification@dlsud.edu.ph.

2

Will our payment be posted in real time? Does it have an extra charge?

If you pay through payment portal and choose MAYA as payment channel, posting of payments will be real time and there are no additional charges if you pay tuition fees (including all enrollment assessment related fees) only.

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3

How can we have our Collection/Official Receipts as proof that we are already paid?

Collection/Official receipts together with invoices can be viewed and printed through the students' Payment Portal. In case the student cannot print his/her receipts due to error, students may proceed to Windows 15 and 16 of Ayuntamiento Building for printing receipts.

4

Can we pay via online banking?

Students can pay through online banking via QRph on Maya (on the payment portal) without any charges when paying tuition fees (including all enrollment assessment related fees) only.

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5

My student portal is locked because of an unsettled balance; how can I pay?

Students can still access their student portal, view their outstanding balances and pay through their payment portal. Only viewing grades and registration is on hold when there are unsettled balances.

6

What if we do not have any online banking or e-wallet, are you still accepting OTC payments?

Over the counter payments will only be accepted through banks' bills payments facility.

Selected branches nationwide of the following banks shall accept payments:

BDO **BPI** **Metrobank** **UnionBank**

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7

Can we pay directly through Gcash?

Students can pay through Gcash via QRph onMaya (on the payment portal) without any charges when paying tuition fees (including all enrollment assessment related fees) only.

8

Can we still pay using a check?

Students can pay checks on banks through banks' bills payments.

Selected branches nationwide of the following banks shall accept payments:

BDO   **BPI**   **Metrobank**   **UB UnionBank**

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BANK BILLS PAYMENT STEPS:

1. Choose BILLS PAYMENT (not Deposit)
2. Fill up the Bills Payment Form – Pay to: DLSU DASMARINAS / DLSU-D
3. Indicate your Student Number as Reference/ Subscribers account number
4. Indicate Name of the Student as Subscribers account name
5. Indicate the purpose