

Frequently asked Questions: Purdue University and IPFW Biller Direct On-Line Payment System

The bill amount is not correct, what do I do?

A. **In Case of Errors or Questions About Your Account:** If you think your bill is wrong and you are disputing the amount of the bill, you must write to us on a separate sheet of paper and send to Purdue University, Accounts Receivable, Schleman Hall of Student Services, Room 350, 475 Stadium Mall Drive, West Lafayette, IN. 47907-2050. We must hear from you no later than 60 days after we've sent the first statement on which the error or problem appeared. You can telephone us, but doing so will not preserve your rights. In your letter please provide us with the following information:

- Your name, Business Partner number and telephone number
- The dollar amount of the suspected error.
- Describe the error or invoice and explain why you believe it is an error. If you need more information, describe the item in question.
- Please sign and date the correspondence.

You do not have to pay any amount in dispute while we are investigating your question, but you are still obligated to pay the parts of your account that are not in question. While we investigate your question, we cannot report you as delinquent on the disputed item or take any action to collect the amount in dispute. We must acknowledge your letter within thirty (30) days unless we have corrected the error by then. Within ninety (90) days, we must either correct the error or explain why we believe the charge is correct.