

BUTLER UNIVERSITY
OFFICE OF STUDENT ACCOUNTS

4600 Sunset Avenue, Indianapolis, IN 46208 (Located in Jordan Hall, Room 102)

317-940-9353 or toll-free: 800-368-6852 ext. 9353

www.butler.edu/student-accounts

E-mail us at: studentaccounts@butler.edu



@Butler University Student Accounts

INFORMATION & FREQUENTLY ASKED QUESTIONS

What services does the Office of Student Accounts provide?

- ✓ We publish electronic billing statements (E-Bills) the 2nd Wednesday of every month.
- ✓ We accept and process paper checks and cash payments.
- ✓ We provide student account counseling.
- ✓ We process refund checks for students who have a credit balance on their student account.
- ✓ We distribute student payroll checks bi-weekly. (Checks are processed by the Business Office, JH 054.)
- ✓ We provide free check cashing service (maximum check amount is \$100 per day with picture ID for a personal check and \$200 maximum for a BU payroll check).

When will students be billed for fall 2018 and when is it due?

The first E-Bill (electronic billing statement) for the fall semester will be published July 11, 2018. Payment is due in full August 2, 2018.

How will billing information be made available?

E-Bills are published electronically the second Wednesday of every month. Students receive an **email notification** to their Butler University e-mail account when the E-Bill has been published and is available to view. All established *Authorized Users* also receive an e-mail notification when the E-Bill is available to view. An *Authorized User* account must be created **by the student** for each *Authorized User*. Details, including navigation are available at <https://www.butler.edu/student-accounts/billing-payment/epay-ebill>

What are the payment options?

Option I: Pay *Amount Due Now* in full as indicated on the E-Bill. For fall 2018, payments are due August 2, 2018.

Option II: Participate in the Monthly Payment Plan. To participate, students must enroll in the plan by logging into their **my.butler.edu** account during designated enrollment dates. Additional information is available on our website at www.butler.edu/student-accounts. On our homepage under ***Here are some of the most helpful topics:*** click on **Monthly Payment Plan Option**. Hard copy applications are **not** available.

What forms of payment can be submitted directly to the Office of Student Accounts?

Personal checks, official checks (including 529 Savings Plan checks) and money orders made payable to Butler University may be mailed (to address above) or submitted to our office in Jordan Hall 102. Please include student name and BU ID number on all checks. Cash is also accepted at our cashiering windows.

We would like to pay online. Is that an option?

Yes. There are two electronic payment (E-Pay) options which can be utilized by the student or *Authorized User*:

- **E-Check:** The bank routing number and account number are required for this transaction. There is no fee.
- **Credit Card:** Visa, Master Card, Discover and American Express credit cards are accepted. A non-refundable convenience fee of 2.75% of the transaction amount is charged for all credit card payments.

We have a scholarship from high school and other “outside” sources. Where are those funds mailed?

Scholarship checks are submitted to the Office of Financial Aid (located in the lower level of Robertson Hall) and can be mailed to:
Office of Financial Aid
Butler University
4600 Sunset Avenue
Indianapolis, IN 46208

Please do NOT mail **scholarship** checks to the Office of Student Accounts.

INFORMATION & FREQUENTLY ASKED QUESTIONS (continued)

Can we avoid tuition increases?

YES! The Prepaid Tuition program for enrolled students allows families to pay for future semesters and lock in the current rate. The tuition rate of the program is based on the first academic year the student and/or parent submits a funded Prepaid Tuition contract. Details are available at www.butler.edu/student-accounts Click on **Billing and Payment** then *Payment Information* OR stop by our office located in Jordan Hall, room 102.

What charges should we expect to see on the E-Bill for full-time undergraduate students?

- Tuition & all mandatory fees (Activity, Health & Recreation, New Student Registration, Welcome Week)
- Room & Board (Meal Plan)
- Student Health Insurance (if not waived). Details are available at <https://www.butler.edu/student-accounts/health-insurance-requirement>
- Bookstore charges (if student uses BU ID to charge books to student account AND grants *Federal Student Permission* – details below.)
- Parking Decal (all vehicles brought to campus must be registered through BUPD AND student must grant *Federal Student Permission* – details below.)
- Health Services—charges for services received that are not paid by the student’s health insurance (e.g. co-pays)

What is an Activity Fee?

The Activity Fee is charged to all full-time undergraduate students. This fee provides funds for student organizations, the yearbook, athletics and a variety of programs offered on campus throughout the year.

What is the Health & Recreation Fee?

The Health & Recreation Fee is charged to all full-time undergraduate students. It is not a usage fee. It funds the continued operation of the health center, recreation facility and the various health and wellness programs offered.

What is the Welcome Week Fee?

This one-time fee is charged to all first time Butler students. It covers orientation activities, programs and outings during the first week of campus life.

Can books and supplies be charged to the student account?

Yes. However, students must have their Butler ID available. All enrolled students may charge books and supplies required for coursework to their student account. Apparel and decorative items may NOT be charged to the account.

What is Federal Student Permission?

Federal regulations require Butler University to apply federal (Title IV) financial aid funds to “allowable charges” which include tuition, mandatory fees and room and board charges contracted with Butler University. To apply the remaining federal funds to miscellaneous charges (e.g. bookstore, parking decal), students must grant permission via their **my.butler.edu** account. After log in, click on *Self Service Student Homepage/Student Center/View Student Permissions* (under the FINANCE heading) then *Grant Permission*. Once permission is granted, it is valid for future years. The permission can only be revoked by the student via written request and submitted directly to the Office of Student Accounts.

What happens if the bill is not paid in full and no payment plan is established?

The account will accrue interest at 18% APR if payment is not made by the due date on the E-Bill. If a balance remains on the account after the first month of classes, a *Student Financials Hold All* indicator is placed on the student account. The indicator (hold) prevents class schedule changes, enrollment verification, registration in future terms and the release of grade and transcript information.

Can we contact you by phone?

Yes! Please feel free to call us during our telephone hours:

Monday, Tuesday, Thursday, Friday: 9:00 a.m. to 4:00 p.m.

Wednesday: 11:00 a.m. to 4:00 p.m.

Our local number is 317-940-9353 or call us *toll-free* at 1-800-368-6852 ext. 9353



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