

## **FREQUENTLY ASKED QUESTIONS**

### **What services does the Office of Student Accounts provide?**

- ⇒ Publish an electronic billing statement (E-Bill) the 2<sup>nd</sup> Wednesday of every month.
- ⇒ Process refund checks while classes are in session for students who have a credit balance and the account is cleared to refund.
- ⇒ Provide student account counseling.
- ⇒ Post paper check payments (including 529 plan payments) to accounts when received in person, by mail and/or deposited in *After Hours* drop slot.
- ⇒ Provide billing invoices to third parties upon request & receipt of authorization.
- ⇒ Process departmental receipts.

### **Where is your office located and how can I contact you?**

We're located in Jordan Hall, 102. You may e-mail us at [studentaccounts@butler.edu](mailto:studentaccounts@butler.edu) or call us at 317-940-9353. Hours are available on our website at [www.butler.edu/student-accounts](http://www.butler.edu/student-accounts).

### **When are students billed for the fall semester and when is payment due?**

The first E-Bill for the fall semester is published in July. Payment is due in full the first of August unless student is enrolled in Butler University's Monthly Payment Plan.

### **How will billing information be made available?**

E-Bills are published electronically the second Wednesday of every month. Students receive an **email notification** from [epay@butler.edu](mailto:epay@butler.edu) via their Butler University e-mail account when the E-Bill has been published and is available to view. All established authorized PAYERS also receive an e-mail notification when the E-Bill is available to view. An authorized PAYER account must be created **by the student** for each authorized PAYER. Navigation is available within the E-Bill & E-Pay System which is accessible from the student's **my.butler.edu** account.

### **How can I enroll in the Monthly Payment Plan?**

Students must enroll in the plan by logging into their **my.butler.edu** account during designated enrollment dates which are available on our website at <https://www.butler.edu/student-accounts/billing-payment/monthly-payment-plan>. 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 our office in Jordan Hall 102. Our mailing address is included on the monthly E-Bills. Please include student name and BU ID number on all checks.

### **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 PAYER:

- **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.

## **FREQUENTLY ASKED QUESTIONS** (continued next page)

## **FREQUENTLY ASKED QUESTIONS** (continued)

### **Can we avoid tuition increases?**

YES! The Prepaid Tuition Program for full-time undergraduate 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](http://www.butler.edu/student-accounts). Click on **Billing & Payment** then *Payment Information*.

### **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, Orientation (formerly Welcome Week))
- Room & Dining Plan (if contract submitted and confirmed by Residence Life prior to July billing.)
- 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 Orientation (formerly Welcome Week) Fee?**

This one-time mandatory 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 logging 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.



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