

FREQUENTLY ASKED QUESTIONS

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

We're located in Jordan Hall, 102. Please e-mail us at studentaccounts@butler.edu or call us at 317-940-9353. Hours are available on our website at www.butler.edu/student-accounts.

I need to pick up a paycheck and cash it and then pay for a traffic fine. Can you help me with that?

- Effective with the fall 2020 term, student paychecks are mailed to students' local or home address (if no local) on file. Please email payroll@butler.edu with questions.
- Traffic fines may be paid by check during on campus hours or submitted via our *After Hours* drop slot.

What services does your office provide?

- ⇒ Publish an electronic billing statement (E-Bill) the 2nd 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.

It seems like I'm always getting a notice to view a bill. What's up with that?

Our office bills by term (semester) and we publish an electronic billing statement (E-Bill) the second Wednesday of every month. The balance is due in full by the due date on the E-Bill which is usually within the first five days of the month following the E-Bill publish date. If you don't view your E-Bill when you receive the first notice, you'll receive a second notice one week later. This is the timeline for our billing:

Fall term: The first E-Bill for the fall term is published mid-July and is due in full by August 5th unless student is enrolled in the Monthly Payment Plan.

Spring term: The first E-Bill for the spring term is published mid-December and is due in full by January 5th unless student is enrolled in the Monthly Payment Plan.

Summer term: The first E-Bill is published in May and is due in full by June 5th.

Uncle Milton is paying the bill. Will your office send him a bill?

Billing statements are available in an electronic format only. When the E-Bill has been published, an e-mail notification is sent to your BU e-mail account from e-pay@butler.edu AND to any authorized PAYERS that you've set up. Authorized PAYERS can view the E-Bill and also make payments electronically. Please set up Uncle Milton as an authorized PAYER. He'll have access to your E-Bill and also be able to utilize the E-Pay option.

How many authorized PAYERS can I set up on my account?

The sky's the limit!

How do I set up an authorized PAYER?

You must log into your **my.butler.edu** account and click on *Self Service Student Homepage/Student Center/View Bills* (under the FINANCES heading). The *View Bills* link takes you to Butler's E-Bill & E-Pay System. In the E-Bill/E-Pay System, click on the horizontal lines at the top left then click on your name. Scroll down to **Payers** and click on **Send a payer invitation**. Complete the required information then click **Send invitation**. Your authorized PAYER will receive an e-mail from e-pay@butler.edu with a temporary password. If the e-mail doesn't appear in your authorized PAYER's IN box, have the Payer check JUNK and SPAM folders.

My mom can't remember her password and can't pay my bill! Please give her another password!

You are the only one that is authorized to reset her password. Log into the E-Bill & E-Pay System (via your **my.butler.edu** account), click on your name (which is your PROFILE page) and in the **Payers** section, click on the pencil next to her name. Select *Resend payer invitation* and a new temporary password will be sent to her from e-pay@butler.edu.

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FREQUENTLY ASKED QUESTIONS (continued)

My dad wants to pay my bill online. Can he do that?

Yes! You'll need to set him up as an authorized PAYER on your account. Students and all authorized PAYERS can pay online by credit card or electronic check or savings account. Visa, MasterCard, Discover and American Express are accepted credit cards. Please keep in mind that a 2.75% non-refundable convenience fee of the transaction amount is also charged to the credit card. However, there's no fee for electronic check or savings account transactions.

Can I charge books and supplies to my student account?

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

Can I avoid a charge for Student Health Insurance? I already have insurance!

You can avoid the charge on your E-Bill if you successfully complete the waiver process prior to the due date. We recommend July 1 as your target date to complete. The waiver must be completed **each year**. Further details are available at <https://www.butler.edu/student-accounts/health-insurance-requirement>

We want to make monthly payments of \$2000 per month. Do we need to let you know?

A Monthly Payment Plan is available for the fall and spring terms only. The payment plan allows the cost of tuition, room, board, approved fees & miscellaneous charges to be paid over 4 months for each term. To participate in the plan, you must enroll in the plan via your **my.butler.edu** account during the designated enrollment dates which are available on our website at www.butler.edu/student-accounts (click on the *Monthly Payment Plan option*). There's a \$25 fee per term for the 4 month plan and the *Terms & Conditions* of the plan must be met to maintain eligibility during enrollment. If your monthly balance due is \$2000 or less, the plan would be a good option for you.

I don't want a payment plan but what happens if I don't pay my bill by the due date?

The account balance will accrue interest at 18% APR beginning the first day of class. If a balance remains on the account, a *Student Financials Hold All* indicator will be placed on your account until it is paid in full. The hold prevents changes to current enrollment, registration in future terms, release of written grade and transcript information.

What forms of payment are accepted?

Electronic payments as noted above are accepted. Our office also processes paper checks, official checks, money orders and 529 plan checks made payable to Butler University. Checks can be mailed to the address above which is also included on your monthly E-Bill. Please include the BU ID on the check.

I'm getting a scholarship from my Dad's employer and want to deduct that from my bill. Will that work?

Once the scholarship funds are received by the Office of Financial Aid, the amount will be included in your *Anticipated Aid* on your E-Bill. The funds must be included in your *Anticipated Aid* or post to your account before they can be deducted from your balance due. Please make sure all scholarships are reported to the Office of Financial Aid and the actual checks are mailed to their office.

Note: If you're enrolled in the Monthly Payment Plan, financial aid (of any type) is NOT considered a payment. The *Amount Due Now* indicated on the E-Bill is due in full by the due date to avoid penalties. Questions? Contact us at studentaccounts@butler.edu prior to the due date.

I won't be living on campus next semester but I have enough financial aid to cover my rent. How can I get the "overage" amount?

Please complete a *Refund Request* form online. For details and to review our refund policy and complete & submit the request, please visit our website at www.butler.edu/student-accounts (click on *Refund Policy – two types*).

Note: Financial aid doesn't POST to your account until one week after classes begin and the enrollment status is confirmed. The earliest date a refund check is available for the fall & spring term is after the 100% tuition refund period as designated in the *Institutional Tuition Refund Schedule* available on our website. If there are expenses (such as a rent payment) that need to be paid before that time, please plan accordingly.

My mom wants to look at the charges on my account and the payments she's made. Would you send me that info?

Good news! You have access to that information via your **my.butler.edu** account. Click on *Self Service Student Homepage* then *Student Center* and scroll down to the FINANCES heading. Click on *E-Mail My Account Statement*. The Account Statement (which includes all charges and credits posted to the account by term) is sent to your BU e-mail address and can be printed or forwarded.