

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

INFORMATION & FREQUENTLY ASKED QUESTIONS

When is your office open?

Monday, Tuesday, Thursday	9:00 a.m. – 4:00 p.m.
Wednesday	11:00 a.m. – 4:00 p.m.
Friday	9:00 a.m. – 4:30 p.m.

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).
- ✓ We sell money orders (\$200 per day maximum; \$5.00 fee) and make change.

When is payment due?

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 following month.

Fall term: The first E-Bill for the fall term is published mid-July and is typically 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 typically 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 typically due in full by June 5th.

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 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.

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 AND to any *Authorized Users* that you’ve set up. *Authorized Users* can view the E-Bill and also make payments electronically. You’ll want to set up Uncle Milton as an *Authorized User*.

How many Authorized Users can one student set up?

The sky’s the limit!

INFORMATION & FREQUENTLY ASKED QUESTIONS (continued)

How is an Authorized User set up?

Students log in to their **my.butler.edu** account and click on *Self Service/Student Center/View Bills* (under the FINANCES heading). The *View Bills* link goes to CASHNet, our vendor for **E-Bill & E-Pay** information. In the *Authorized User* section, click on **Add New** and type in a unique User Name for your *Authorized User*. If you type in a User Name that has been utilized by another student (e.g.MOM), you'll receive an error message. Try again! We recommend using the e-mail address for your *Authorized User* as their *User Name*.

How does my Authorized User pay my bill?

When an *Authorized User* has been set up, he/she will receive an email notification from epay@butler.edu. The message will include the Authorized User name, temporary password and the website to access which is <https://commerce.cashnet.com/butler>. Save the e-mail message for future reference. Please keep in mind that passwords are case sensitive! If an *Authorized User* forgets his or her password, STUDENTS must reset the password. (No one else has the authorization to reset.)

Can payments be made online?

Yes! Students and Authorized Users may pay online by credit card or electronic check. Visa, MasterCard, Discover and American Express are accepted credit cards and there is a non-refundable 2.75% fee of the transaction amount. There is no fee for electronic check transactions.

Can I charge books and supplies to my 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.

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

You can avoid the charge on your July E-Bill if you successfully complete the waiver process by the first week in July. Details are available at <https://www.butler.edu/student-accounts/health-insurance-requirement>

We would like to make monthly payments. Do you have a payment plan?

Yes, for the fall and spring terms only. (A payment plan is not available for the summer term.) 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, students must enroll in the plan by logging in to their **my.butler.edu** account during designated enrollment dates. Enrollment dates & additional information is available at www.butler.edu/student-accounts Click on **Billing & Payment** from the menu on the right, then *Monthly Payment Plan*. Hard copy applications are **not** available.

Is there a cost to participate in the 4 month payment plan?

Yes, there is a non-refundable fee of \$25 per semester. The fee charged to the student's account and included in the monthly payment calculation.

How can I enroll in the Monthly Payment Plan if I miss the enrollment dates?

Unfortunately, the payment plan is no longer an option AFTER the enrollment dates have expired.

What forms of payment are accepted?

Electronic payments as noted above are accepted. Our office also processes paper checks, official checks and money orders made payable to Butler University. Checks can be mailed to the address above. Please include student's BU ID on the check. We also accept cash at the cashiering window during business hours.

What are the payment options?

Option I: Pay *Amount Due Now* in full as indicated on the E-Bill.

Option II: Participate in the Monthly Payment Plan. To participate, students must enroll in the plan by logging in to their **my.butler.edu** account during designated enrollment dates. Enrollment dates & additional information is available on our website at www.butler.edu/student-accounts Click on **Billing & Payment** from the menu on the right, then *Monthly Payment Plan*. Hard copy applications are **not** available.

INFORMATION & FREQUENTLY ASKED QUESTIONS (continued)

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

The account balance will accrue interest at 18% APR beginning the first day of class. If a balance remains on the account after the first month of classes, a financial hold will be placed on the 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.

I received a scholarship from a source outside of the Butler University. May I deduct the amount of the scholarship from the amount due on my E-Bill?

Once the scholarship funds are received by the Office of Financial Aid, the amount will post to your account. If you deduct “pending” amounts from your balance due and the funds from the outside source are not received by our office by the due date on your E-Bill, interest will accumulate on the unpaid balance and charged to your account. Scholarship checks must be submitted to:

Office of Financial Aid (located in Robertson Hall, lower level)
Butler University
4600 Sunset Avenue
Indianapolis, IN 46208

Note: For students 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 our office prior to the due date.

Where do we send a check from a 529 college savings plan?

Please have your 529 plan administrator submit payments directly to the Office of Student Accounts. Instruct the administrator to include the student name AND BU ID number on the check. Payments from the 529 savings plan will be posted directly to the student’s account.

I won’t be living on campus next semester but I have enough financial aid to cover my off-campus expenses. How can I obtain the “extra” to pay my rent and other expenses?

Please complete and submit a *Refund Request* form to our office. For details and to review our refund policy and download the form, please visit our website at www.butler.edu/student-accounts. Click on **Billing & Payment** then Refund Policy and scroll down to paragraph 2. **Note:** Financial aid doesn’t POST to the student account until approximately one week after classes begin and the enrollment status is confirmed. Typically, the earliest date a refund check is available for the fall term is the second week in September. If there are expenses (such as a rent payment) that need to be paid before that time, please plan accordingly.

I would like an itemized statement of my student account. Would you send me one?

Students access this information via their **my.butler.edu** account. Click on *Self Service* 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 the student BU e-mail address and can be printed out or forwarded.

Will Student Accounts cash my personal check?

Yes – up to \$100 per day. A valid, legible, picture ID is required. (We do not make exceptions for **any** reason.) You must sign the check and include your BU ID number on the back of the check.

I have an on-campus job. I’ve been told to pick up my paycheck at Student Accounts. When can I do that?

Paychecks are processed by the Business Office, JH 054, and available for pickup in the Office of Student Accounts, JH 102, every other Friday during cashiering hours. A valid, legible picture ID is required to pick up your check from our office. If you want to cash your BU **payroll** check, the amount cannot exceed \$200. You must sign the check and include your BU I.D. number on the back of the check. Students also have a direct deposit option for payroll checks (available via your **my.butler.edu** account).