

Law School Bursar's Office ~ Most Frequently Asked Questions

GENERAL QUESTIONS

- 1) **Why do I have a balance due on my fee bill?**
 - ▶ Check the UCONN Term Fee Bill
 - ▶ You may have Tuition, Fees, parking tickets, library fines, etc.
 - ▶ You may owe from a previous semester because they received a scholarship and Financial Aid took money away due to over-award.

- 2) **Why are the amounts of the current balance and statement amount different on the ebill & payment suite?**
 - ▶ The statement amount shows the original billing statement for the semester. The current balance shows recent activity including pending financial aid, payments, and changes in meal plans and housing.

- 3) **Why is the amount due in the Bill and Payment Suite different than the amount reflected in the Student Admin System?**
 - ▶ Any changes made in the Student Admin System can take up to 24-48 hours to update in the Bill and Payment Suite
 - ▶ If you receive an outside scholarship payment in the fall that gets split between the fall and upcoming spring semester, in the Bill and Payment Suite, the current amount due is not accurate because half of the payment is going toward the spring. Since the upcoming spring bill has not been made yet, it appears like there is an extra credit to the account; however, that money is really going towards the spring and not fall. This is reflected only in the SAS system.

- 4) **Why did my fee bill change?**
 - ▶ Financial Aid changes, Course Schedule changes, a returned check, a late fee, change in residency status
 - ▶ All students are billed full time fees and on July 7th and December 9th a student may contact us to recalculate their fee bill to the exact amount of credits they are taking.

- 5) **What are the due dates for the fall and spring fee bills?**
 - ▶ Fall fee bills are due on August 1st
 - ▶ Spring fee bills are due on January 8th

- 6) **How do I waive my Health Insurance?**
 - ▶ Sign in to their Student Administration System at go.uconn.edu
 - ▶ Click on Main Menu
 - ▶ Click on Self-Service
 - ▶ Click on Student Center
 - ▶ Scroll to the third section called "Finances"
 - ▶ Click on the last link in the section called "Create Student Permissions"
 - ▶ Click on "Health Insurance Waiver" and complete form
 - ▶ The change will appear on the fee bill in about 24-48 Hours

- 7) **How do I enroll in a payment plan?**
 - ▶ Go to the Bursar website: bursar.uconn.edu
 - ▶ On the left hand side click on "View and Pay E-Bill"
 - ▶ Sign in

Law School Bursar's Office ~ Most Frequently Asked Questions

- ▶ Click on "Payment Plan" and then "sign up for a new payment plan"
 - ▶ Choose term to enroll in payment plan
 - ▶ Follow steps to enroll in payment plan, input bank information for next payment installments. If student/ authorized user is planning on using a credit card or mailing in a check for installments direct them to not choose automatic withdrawal.
- 8) What are the due dates for the payment plan?**
- ▶ Fall: July 15th, August 15th, September 15th, October 15th
 - ▶ Spring: December 15th, January 15th, February 15th, March 15th
- 9) When is the deadline to enroll in the payment plan?**
- ▶ The 10th day of class, but at that time, you will need to pay the missed payments if enrolling late.
- 10) Why did I get a late fee on my payment plan when the amount due was automatically deducted from my bank account?**
- ▶ There may have been outstanding charges on the account from a previous term that the installment payment went to cover and so the installment payment was short some money.
- 11) Why do I have a late fee?**
- ▶ A late fee is posted if the payment is received after the payment due date.
- 12) Why do I have a hold on my account?**
- ▶ You have a past due balance that needs to be paid in order for the hold to be lifted.
 - ▶ A hold of over \$100.00 prevents you from accessing the gym, adding or swapping courses, taking books from the library, requesting transcripts, and seeing your final grade. A hold of over \$10.00 and less than \$100.00 prevents a student from receiving a transcript.
- 13) I am an authorized user on my student's account, I can log on and view the fee bill myself, why can't I speak with you about the bill?**
- ▶ Authorized Users and FERPA Designees are two different things, under the federal law, the University needs the FERPA access code to speak to someone other than the student.
- 14) What is an access code (FERPA) and how do I get one?**
- ▶ An access code is a 4 digit code that the student assigns to a designee for compliance with the federal law. The designee needs the student people soft ID number and their access code to speak with us on the phone, via email or in person: <http://www.ferpa.uconn.edu/>
 - ▶ To get an access code, have the student log into their Student Administration System
 - ▶ Click on Main Menu
 - ▶ Click on Self Service
 - ▶ Click on Student Center
 - ▶ Scroll to the last section called "Personal Information"
 - ▶ Click on "other personal information"
 - ▶ Click on FERPA Privacy Waiver and indicate designees or if the student would not like any designees choose that option and click "save and return to student center"
- 15) How do I become an authorized user on my student's account?**
- ▶ Have student go to website: bursar.uconn.edu

Law School Bursar's Office ~ Most Frequently Asked Questions

- ▶ Click on “view and pay e-bill”
- ▶ Have student sign in with their People Soft ID number and password
- ▶ Once signed in, have them click on “authorized user” tab
- ▶ Type in the name and email address of authorized user
- ▶ Authorized user will then get an email with a temporary password, if they did not get an email, it could have gone to their spam folder
- ▶ They will need to establish a password for themselves, and then they will get an email with updates to the bill and they can sign in and pay
- ▶ *Note* Authorized users will NOT get an email about summer and intersession bills.

16) What does a negative balance on my fee bill mean?

- ▶ A negative balance occurs when there is an over payment. If the over payment is a result from financial aid then the student will get a refund check on the first day of class
- ▶ If it is from a private scholarship (not affiliated with UConn) or a personal payment, either check or credit card, you will need to go to bursar.uconn.edu, click on “forms” tab and click “request a refund check”. This will not be available until 15 days after payment was received.

17) What is the address to mail a check for tuition?

- ▶ University of Connecticut
School of Law Business Office
55 Elizabeth Street

18) Why am I charged a 2.5% convenience fee while making a credit card payment?

- ▶ In order to accept credit cards as a form of payment, the University must participate in Convenience Fee Programs established by credit card companies. These programs are open to colleges and universities if payments are made for tuition and related fees. The convenience fee is non-refundable.

19) How do I make an e-check payment?

- ▶ Sign in to either the e-bill and payment suite, or the student administration system. When making a payment, choose e-bill and type in the routing number and account number that can be found on the bottom of a check
- ▶ Verify with personal bank about routing number, as some banks have a different routing number for online payments- If the wrong routing number is used it will cause the check to be returned and a \$25 e-check returned fee to post on the Student's Bill.

20) How do I change from OS tuition to IS tuition?

- ▶ To change to instate tuition, proceed to <https://www.law.uconn.edu/portal/students/students/residency/residency> or contact the Student Services Office, (860) 570-5130.

21) Why do I need to pay all of the university fees if I am taking an internship and not even on campus?

- ▶ All fees are mandatory, except health insurance, unless the student is a full time student and does not have adequate health insurance coverage.

Law School Bursar's Office ~ Most Frequently Asked Questions

CASH OPERATIONS QUESTIONS

- 1) **I paid the fee bill twice by accident, how do I get refunded?**
 - ▶ If noticed on the same day, by emailing cashoperations@uconn.edu they can reverse the payment if it is an e-check.
 - ▶ If it is by a credit card, the university cannot reverse the charge.
 - ▶ If you notice after the same day, we can write you a refund check in 15 days
 - ▶ If you notice after the same day, you can try calling your bank to see if they can cancel the payment

- 2) **I mailed a personal check in or a scholarship check was mailed in, but it was never posted to the account**
 - ▶ The scholarship check may not have your name or ID number on it, in which case, UConn will mail the check back to the lender.
 - ▶ Contact the administrator for the scholarship and ask if they have a copy of the front and back of the check.
 - ▶ The check may not have been received or posted to a different account. Please check with your bank to see if it has been cashed.

- 3) **I paid my fee bill on-line with an E-Check/Credit Card. Can I have a receipt?**
 - ▶ We do not have receipts for on-line payments. You can use a copy of their fee bill as a receipt, as it will show payments credited with the amount and date.

- 4) **Why am I being charged a \$25 Returned E-Check Fee if I had sufficient funds? Can you remove the \$25 charge?**
 - ▶ E-Check payments can be returned for multiple reasons other than insufficient funds, including submitting incorrect account and routing numbers or using an account that does not allow for electronic payments. The University is charged for every returned payment, regardless of the reason. Therefore, this \$25 fee is passed on to the student who made the returned payment. This policy is disclosed when making an E-Check payment and the fee is not typically waived.

- 5) **I submitted an E-Check, but my bank returned it for insufficient funds. There are now sufficient funds to cover the payment. Can UConn re-submit the E-Check?**
 - ▶ UConn does not have a way to re-submit a transaction. You will need to make another payment.
 - ▶ Some banks will attempt the payment again before returning it to UConn. It can take up to 14 business days before we are notified of a returned payment.

- 6) **Why did UConn submit my E-Check payment multiple times to my bank account? I am now being charged multiple times by my bank.**
 - ▶ It is your bank that is re-submitting the E-Check; UConn does not have a way to directly access the customer's bank account. Most banks make two attempts of payments before determining that it will definitely be returned. Please contact your bank regarding the multiple attempts and bank charges.

- 7) **My E-Check was submitted multiple times in error. Can you cancel the duplicate transactions?**

Law School Bursar's Office ~ Most Frequently Asked Questions

- ▶ If the E-Check was submitted the same day we are being contacted, then we can stop the payment from processing with your account. We would need a written request to do this and it must be received before 5:00 p.m. that same day.
- 8) **I'm supposed to be receiving a scholarship, but it's not posted to my fee bill yet. The scholarship company already mailed the payment.**
- ▶ Please confirm with the scholarship company that the check has been cashed. If it has, then we need a copy of the front and back of the cashed check to trace where the payment may have been posted.

REFUND CHECKS

- 1) **I am getting a refund from financial aid for the fall term, can those funds go back and cover outstanding charges from the spring or summer terms?**
- ▶ Refund checks from the fall cannot go back and cover outstanding charges from the summer or spring due to the change in fiscal years.
 - ▶ To have the refund apply backwards, you will have a hold on their account until the first day of class when the check is available, and you will need to sign the check back to the University. This means you will be unable to register for classes until the past due amount is paid in full. This also applies to excess funds going from the spring back to the fall.
- 2) **Will my refund check be mailed home, or do I pick it up on campus?**
- ▶ You can receive your refund by direct deposit into your checking account if you have enrolled for this service. Please go to the Direct Deposit Website for full details.
 - ▶ You can receive your refund by paper check mailed directly home to the mailing address that is on file in your Student Administration Account.
 - ▶ If the refund check is from a personal check or private scholarship, you will need to request the check to be written online at bursar.uconn.edu under "forms". In the form you can request it to be mailed home..
 - ▶ Escrow Deposit Refunds are automatically mailed home.
- 3) **When do I get a refund check from my financial aid for the fall or spring?**
- ▶ Refund checks from financial aid for the fall and spring will not be available until the first day of class, as long as your financial aid has been disbursed on your account.
- 4) **I never received my refund check, how do I get a new one sent to me?**
- ▶ You will need to request a stop payment on the check by calling the bursar's office and then we will research if it has been cashed. If the check has not been cashed, we will re-issue a new one.
- 5) **I enrolled in direct deposit but it has been two business days since the refund was issued and I still have not received the refund?**
- ▶ Please check with your bank and confirm that the routing and account number you entered in PeopleSoft is correct.
 - ▶ If the information is incorrect please email studentdisbursements@uconn.edu
- 6) **How do I get a refund from the fall to cover the next spring term or miscellaneous charges?**
- ▶ Complete a Title IV financial Aid waiver in the Student Administration system under the "finances" section, then click "create student permissions" and click Title IV financial aid waiver.

Law School Bursar's Office ~ Most Frequently Asked Questions

- ▶ Next, go to website bursar.uconn.edu and click on “forms” and place a hold on a refund check. This will keep the funds on the account until the spring semester.
- 7) **I paid my bill by credit card but I now have a credit on my account will the refund be processed to my credit card or written as a refund check?**
- ▶ The refund will be issued directly to the credit card used to make the payment.

COLLECTIONS QUESTIONS – Keep in mind that collection letters/notices may cross over with payments so that it may be a matter of timing – be sure to check SF Comments

- 1) **Why did my CT tax refund (DAS payment) go to UConn?**
- ▶ You have an outstanding balance with the university. Until that balance is paid, the tax refund will continue to go to UConn. It is a liability owed to the State.
- 2) **How long after I pay the collections agency directly will my hold with UConn be released?**
- ▶ The University gets notified once a month from the collections agency of payments for the prior month, so if you would like your hold removed sooner, contact the university and the collections office will contact the collections agency of payment confirmation.
- 3) **Can I set up a payment plan for past due balances that have been sent to collections?**
- ▶ The University does not set up payment plans for outstanding balances. You can pay what you can, when you can, but this will not prevent the account from going to collections. The account stays within UConn Collections department for approximately 60 days and then is sent to an outside collection agency, either NCO Financial or Conserve.
 - ▶ You will need to contact the collections agency they have been sent to, to set up a re-payment plan.
- 4) **I have left the university and have an outstanding balance, how do I make a payment?**
- ▶ You can pay the collections agency, pay the university directly through mail, pay by credit card, pay through their own bank, or pay in person.

SUMMER/INTERSESSION QUESTIONS

- 1) **I am an authorized user on my student's account, why didn't I get a fee bill?**
- ▶ Only the student will get an email about the intersession and summer bills
- 2) **I would like summer financial aid, how do I apply?**
- ▶ You need to be registered in at least 6 credits over the whole summer, and once you are, you can contact the financial aid office by email requesting a summer financial aid package

FORM 1098-T

1. **Will I receive a Form 1098-T?**
- ▶ While most students do receive a Form 1098-T, everybody does not.
 - ▶ Please see EXCEPTIONS on page two. <http://www.irs.gov/pub/irs-pdf/i1098et.pdf>

Law School Bursar's Office ~ Most Frequently Asked Questions

- ▶ Students that have graduated in the Spring generally don't receive a Form 1098-T because no QTRE charges have posted to their account in the calendar year.
2. **When will my Form 1098-T be mailed?**
 - ▶ Forms 1098-T are mailed no later than January 31st unless you granted consent to receive your form online on your Student Admin account. Forms are available online no later than January 31st.
 3. **Why is box #1 blank even though I paid?**
 - ▶ UConn leave box #1 blank, if you need the amount you paid for that year look on your fee bill.
 4. **What amounts are included in Box 2?**
 - ▶ The amount in Box 2 reflects the total qualified tuition and related expenses (QTRE), less tuition waivers, posted to your student account in the calendar year. IRS Publication 970 – Tax Benefits for Education – provides detailed information. <http://www.irs.gov/pub/irs-pdf/p970.pdf>
 - ▶ You may view the detail of your Form 1098-T (going forward from 2012) on your Student Admin account: <https://student.studentadmin.uconn.edu/psp/CSPR/?cmd=login&languageCd=ENG>
Main Menu > Self-Service > Student Center > Finances > other financial... > View 1098-T > Box Amount tab
 5. **What amounts are included in Box 5?**
 - ▶ The amount in Box 5 reflects the total non-loan aid – scholarships, fellowships, grants, etc.. posted to your student account in the calendar year. IRS Publication 970 – Tax Benefits for Education – provides detailed information. <http://www.irs.gov/pub/irs-pdf/p970.pdf>
 - ▶ You may view the detail of your Form 1098-T (going forward from 2012) on your Student Admin account: <https://student.studentadmin.uconn.edu/psp/CSPR/?cmd=login&languageCd=ENG>
Main Menu > Self-Service > Student Center > Finances > other financial... > View 1098-T > Box Amount tab
 6. **I have received a Form 1098-T – what do I do with it?**
 - ▶ IRS Publication 970 – Tax Benefits for Education – provides detailed information. <http://www.irs.gov/pub/irs-pdf/p970.pdf>
 7. **Which semesters are represented on my 1098-T?**
 - ▶ The semesters represented on the 1098-T are dependent on the year in which the university bills the student. For example: a 2011 1098-T will include Fall 2011, Summer 2011, Spring 2012, Intersession 2012. The 2012 1098-T will include all semesters that we billed the student in 2012. It does not depend on when the bill was paid.
 - ▶ For graduating third and fourth years, generally they will not receive a 1098-T for their last spring semester because we bill that in November, unless they registered in January or if they took a summer course.
 8. **My Social Security Number is wrong on the Form 1098-T. How do I get that corrected?**

Law School Bursar's Office ~ Most Frequently Asked Questions

- ▶ If your SSN is incorrect please contact the Registrar's Office with the correction. Next you should contact the Bursar's Office and request to have your Form 1098-T regenerated. The updated form will be available on your Student Administration account.

9. I no longer have access to my Student Admin / PeopleSoft account.

- ▶ Please contact UITS at 860 486-HELP (4357) and they will help you.

10. I have lost my Form 1098-T and need a new one mailed.

- ▶ The Form 1098-T is available online to all students through their Student Admin account – under Finances > other financial...
<https://student.studentadmin.uconn.edu/psp/CSPR/?cmd=login&languageCd=ENG>