Paying it Safe

everything you need to know about making the billing and payment process efficient and painless

Kimberley A. Kercheval
Executive Associate Bursar
Overview of the Office of the Bursar

Indiana University’s Office of the Bursar is located on the ground floor of Franklin Hall in Room 011.

Conveniently located on the corner of Kirkwood and Indiana next to the Sample Gates.

The office is open from 9:00 AM to 4:00 PM Monday through Friday.
Overview of the Office of the Bursar

The Office of the Bursar centrally administers IU’s major billing operations.

Key functions of the Office of the Bursar include:

- generating billing statements
- processing payments
- distributing refunds
- overseeing QuikPAY™, the online payment system
- providing support to students and families through the billing and payment process
Overview of the Office of the Bursar

The Office of the Bursar is focused on providing the highest quality customer service.

We strive to provide the answers to your questions in a helpful and friendly manner.
Overview of the Office of the Bursar

Some general tips to help you and your student have the best possible experience with the Office of the Bursar:

• Make sure your student checks his/her IU e-mail account often – this is our primary method of communication
• Decide early whether or not you will become an authorized payer
• Carefully read your statement
• Visit the Office of the Bursar website to see current payment due dates, fees, and rates
Overview of the Billing and Payment Process

This is an overview of the billing and payment process.

1. Fees are totaled
2. Credits are applied
3. Statement is generated
4a. Payment is sent by student
4b. Refund is sent to student
Overview of the Billing and Payment Process

1. Fees are totaled
2. Credits are applied
3. Statement is generated
4a. Payment is sent by student
4b. Refund is sent to student

Fees to be paid by the student are sent by different university units to the Office of the Bursar. These fees include but are not limited to RPS housing fees, Health Center fees, tuition fees, mandatory fees and Library fees.
Overview of the Billing and Payment Process

1. Fees are totaled
2. Credits are applied
3. Statement is generated
4a. Payment is sent by student
4b. Refund is sent to student

Any applicable financial aid is applied to the student's bursar account. This information is provided by the Financial Aid office and includes any scholarships, grants, and loans.
Overview of the Billing and Payment Process

1. Fees are totaled
2. Credits are applied
3. Statement is generated
4a. Payment is sent by student
4b. Refund is sent to student

Each month, an electronic statement is generated. Students, and authorized payers, will be sent an e-mail notification of a new statement indicating any unpaid balances, current fees, and either the amount owed or the amount to be refunded.

The statement is available on the QuikPAY system through OneStart.
Overview of the Billing and Payment Process

1. Fees are totaled
2. Credits are applied
3. Statement is generated
4a. Payment is sent by student
4b. Refund is sent to student

New charges on a bill are due typically the 10th of the following month. Past due balances are due immediately.

As the primary account holder, each bill is addressed to your student. The student is ultimately responsible for timely payment of the bill.

Payment can be made by check, cash or online from a checking or savings account. Debit card payments are accepted in the office.
Overview of the Billing and Payment Process

1. Fees are totaled
2. Credits are applied
3. Statement is generated
4a. Payment is sent by student
4b. Refund is sent to student

If a refund is owed, it will be sent directly to the student.

Important:
Once a refund is distributed, the student is responsible for ensuring that those funds are available to pay future fees.
Important notes about registration, tuition, and fees

• After your student registers, an account statement will be generated and will show charges for tuition, mandatory fees, course-related fees, and any optional fees selected at registration.

• Students registering during New Student Orientation (through the third week in July) will be sent an e-mail notification of bill availability in late July and payment will be due August 10.

• Students registering after July 18 and through the third week in August will be sent an e-mail notification and payment will be due September 10.
Important notes about residence hall charges

Room and meal charges for students living in IU’s residence halls are billed on your student’s account. There are two payment options for paying these fees:

1. pay once each term
2. pay in four installments per term (8 installments per year)

For option 1, any financial aid will be applied to all fees at the time of billing.

For option 2, any financial aid will be applied only to the first installment. Any additional financial aid will be refunded to your student.

This means your student will be responsible for saving the refunded amount to cover future charges.
Important notes about bill payment options

There are many options when it comes to paying your bill:

• Online using OneStart at [http://www.onestart.iu.edu](http://www.onestart.iu.edu)
• Check or money order using the return address on the statement
• Cash or combination of cash/checks taken to Room 011 in Franklin Hall

You can also opt for a personal deferment, which allows you to pay in installments for a personal deferment charge.
Tips and Best Practices

Some specific tips to help you and your student have the best possible experience with the Office of the Bursar:

• Consider having your student authorize you as a payer
• Check the QuikPAY system every month – you may have an e-bill to pay
• Sign up for direct deposit for the fastest and most secure means of receiving student refunds
• Consider your room and meal payment options carefully
• Avoid late payment fees by having your student pay each bill on time
• Read IU e-mail: it is the primary communication conduit between your student and the university
Where do I find my IU e-bill?

- Online using OneStart at [http://www.onestart.iu.edu](http://www.onestart.iu.edu)

**STUDENTS:**
- Click View/Pay Bursar Bill link under QuikPAY section
  - Or log into OneStart and use Student Self-Service page
- Enter your IU Username and Passphrase & click the login button
- You can also see current balance and new transactions in QuikPAY

**AUTHORIZED PAYERS:**
- Click Authorized Payer Access link under QuikPAY section
- Enter your QuikPAY Login Name and Password provided by your student
Where do I find my IU e-bill?

- **Online using OneStart at** [http://www.onestart.indiana.edu](http://www.onestart.indiana.edu)

1. On the login page, click View/Pay Bursar Bill under QuikPAY – Authorized Payers use the Authorized Payer Access link.
2. Enter your IU Username and Passphrase & click the login button.
3. You can also see current balance and new transactions in QuikPAY.
A closer look at a sample bill

The bill that the student or authorized payer views on QuikPAY will have four key areas.

### Key Areas of the Bill

1. **Charges and Adjustments**
   - Course Fee: $154.50
   - Activity Fee: $17.18
   - Technology Fee: $135.00
   - Travel and Transportation Fee: $33.88
   - University/College/State Fee: $23.44
   - Student Health Fee: $43.46
   - Transportation Fee: $10.46
   - Completed Fee: $104.06

2. **Payment and Financial Aid**
   - Total Charges and Adjustments: $5,384.64
   - Total Payments and Financial Aid: $5,384.64
   - Total Net: $0.00

3. **Important Information**
   - For billing inquiries, contact the Office of the Bursar, Franklin Hall 011, 601 E. Kirkwood Avenue, Bloomington, IN 47405-1223, at bursar@indiana.edu.
   - Account is subject to late payment fee of 1.5% per month with a $2.00 minimum. The amount due is not changed in the office by the due date.
   - Important information regarding the payee's credit financial aid disbursement may be found at http://www.indiana.edu/~studentfinaid.

4. **Payment Information**
   - Office of the Bursar, 601 E. Kirkwood Avenue, Bloomington, IN 47405-1223, at bursar@indiana.edu. The account is now delinquent.
   - Important: Indebtedness must be resolved within 10 days of the delinquency notice.

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Office of the Bursar

Franklin Hall 011
601 E. Kirkwood Avenue
Bloomington, IN 47405-1223
bursar@indiana.edu

http://bursar.indiana.edu

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## INDIANA UNIVERSITY

**Account Statement**

<table>
<thead>
<tr>
<th>Bloomington</th>
<th>IUPUI Indianapolis</th>
<th>IUPUI Columbus</th>
<th>East</th>
<th>Kokomo</th>
<th>Northwest</th>
<th>South Bend</th>
<th>Southeast</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statement Date: 07/17/2007</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Due Date</td>
<td>08/10/2007</td>
</tr>
<tr>
<td>Billing Reference: BL BILL I# 0000867196</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Previous Balance</td>
<td>0.00</td>
</tr>
<tr>
<td>University ID: 0000000000</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Minimum Due</td>
<td>1,176.71</td>
</tr>
<tr>
<td>Student Name: Smith, Joseph Franklin</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Total Due</td>
<td>2,698.78</td>
</tr>
</tbody>
</table>

Statement notification sent to josephfranklinsmith@indiana.edu

In addition to university specific information you will also find the following in the header of each statement:

- Statement Date
- ID Information
- Due Date
- Previous Balance
- Minimum Due
- Total Due
A closer look at a sample bill

<table>
<thead>
<tr>
<th>Charges and Adjustments</th>
<th>Amount (CR)</th>
</tr>
</thead>
<tbody>
<tr>
<td>06/27/07 Orientation Fee</td>
<td>112.00</td>
</tr>
<tr>
<td>06/29/07 Activity Fee</td>
<td>74.91</td>
</tr>
<tr>
<td>06/29/07 Technology Fee</td>
<td>190.33</td>
</tr>
<tr>
<td>06/29/07 Transportation Fee</td>
<td>53.47</td>
</tr>
<tr>
<td>06/29/07 HPER Elective Fee/Fencing</td>
<td>35.00</td>
</tr>
<tr>
<td>06/29/07 Resident Undergraduate Fees</td>
<td>3,499.80</td>
</tr>
<tr>
<td>06/29/07 Student Health Fee</td>
<td>99.77</td>
</tr>
<tr>
<td>07/16/07 Read Hall Room Charges</td>
<td>521.50</td>
</tr>
<tr>
<td>07/17/07 RPS Activity Fee</td>
<td>12.00</td>
</tr>
</tbody>
</table>

Total Charges and Adjustments: 4,588.78 CR

<table>
<thead>
<tr>
<th>Payments and Financial Aid</th>
<th>Amount (CR)</th>
</tr>
</thead>
<tbody>
<tr>
<td>06/21/07 Admissions Enrollment Deposit</td>
<td>100.00</td>
</tr>
</tbody>
</table>

Total Payments and Financial Aid: 100.00 CR

<table>
<thead>
<tr>
<th>Anticipated Aid</th>
<th>Amount (CR)</th>
</tr>
</thead>
<tbody>
<tr>
<td>09/16/07 Fed Stafford Unsubsidized Loan</td>
<td>1,750.00</td>
</tr>
</tbody>
</table>

Total Anticipated Aid: 1,750.00 CR

The statement details will include charges, financial aid disbursements, and anticipated financial aid for that statement period.
A closer look at a sample bill

The Office of the Bursar will use the message section to share any important billing information. Past messages have included:

- Information about billing inquiries
- Late payment fees
- Fee payment and financial aid disbursement

Personal Deferment Option: If you pay the Minimum Due, the balance will be deferred until next month’s due date for a $30 service charge.

Account is subject to a late payment fee of 1.5% per month with a $2.00 minimum if the amount due is not received in the office by the due date.

For billing inquiries contact: Office of the Bursar, 801 E. Kirkwood Avenue, Bloomington, IN 47405-1223, e-mail: bursar@indiana.edu.

RPS residents who have selected a meal plan will see the charge on the August bill. Please see http://www.rps.indiana.edu/billingschedule.html.

The Office of the Bursar will use the message section to share any important billing information. Past messages have included:
A closer look at a sample bill

If mailing payment, include the bottom portion of this statement and make check payable to: INDIANA UNIVERSITY

Office of the Bursar - Bmgttn
Franklin Hall 011
601 E Kirkwood Avenue
Bloomington, IN 47405-1223

Smith, Joseph Franklin
5555 University Lane
Bloomington, IN 47401

Make payment online at http://onestart.iu.edu

<table>
<thead>
<tr>
<th>University ID</th>
<th>0000000000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Due Date</td>
<td>08/10/2007</td>
</tr>
<tr>
<td>Minimum Due</td>
<td>1,176.71</td>
</tr>
<tr>
<td>Total Due</td>
<td>2,698.78</td>
</tr>
<tr>
<td>Amount Enclosed</td>
<td></td>
</tr>
</tbody>
</table>

I.U. Bloomington Lockbox
Office of the Bursar-Bloomington Payment Processing Center
PO Box 7237
Indianapolis, IN 46206-7237

The bottom of the bill includes a payment stub which includes:

- Name of the student
- Billing Summary
- URL for OneStart
- Address for the Payment Processing Center

Franklin Hall 011 601 E. Kirkwood Avenue Bloomington, IN 47405-1223
bursar@indiana.edu http://bursar.indiana.edu
Summary

Our top four tips for ‘paying it safe’:

1. Get signed up as an authorized payer to allow account and e-bill access
2. Pay your bills on time to avoid late fees & other penalties
3. Read all e-mails and other information from our office
4. Add gp@indiana.edu to your e-mail address book; send inquiries to bursar@indiana.edu
Overview of the Office of the Bursar

Questions?

You can contact us by:

E-mail:  bursar@indiana.edu
Phone:  812.855.2636
Fax:  812.855.7535
Mail:

Indiana University
Office of the Bursar
Franklin Hall, Room 011
601 East Kirkwood Avenue
Bloomington, IN 47405-1223

Come in to see us