STUDENT ACCOUNTS - BURSAR CHECKLIST

This checklist consists of information or access to information in MyAccess and Student Account Services that will help you navigate your financial affairs at Georgetown University.

CRITICAL ACTION ITEMS FOR ALL STUDENTS

The Family Educational Rights and Privacy Act (FERPA) mandates the student must complete all actions related to his or her student account. The University cannot give these rights to the parents, however the student can authorize others on his or her behalf.

Students will find Student Account Services in MyAccess at https://myaccess.georgetown.edu/
For help with the following items go to: http://studentaccounts.georgetown.edu/Instructions

- **Electronic Billing**
  - All student bills are electronic and can be accessed via Student Account Services. An email notification will be sent to the Georgetown University email address (additional email addresses are optional) each time a new bill is posted online.
  - Student must authorize parents to view the bill by creating an Authorized User profile. Billing notifications will only be sent to email accounts the student has authorized.

- **Authorize Others to Access Your Student Account**
  - Authorize your parents (or another third party) to have access to view your student bill, make payments, and enroll in a payment plan online.

- **Create Electronic Refund Profile** – must be created by the student via Student Account Services before submitting a refund request in order to receive the directly to your bank account (via ACH).
  - If no profile exists your refund will be a check mailed to your local address.

- **Payment Plan** enrollment is available only online to students and authorized users. See Student Account Website for dates and details.
  - Online enrollment is available for the student and their authorized users.
  - Requires separate enrollment for each semester you wish to make use of this payment option.

- **Third Party authorization/contracts/scholarships** must be submitted to the Office of Student Accounts-Bursar. Send third party vouchers/billing authorizations to thirdpartybilling@georgetown.edu
  - Authorizations/contracts are only accepted if the Third Party agrees to pay when billed.
  - Payment only after the receipt of grades is not considered Third Party billing.

- **Student Health Insurance** acceptance/waiver survey form must be completed online by the student.
  - Students must accept or waive the student health insurance once every year.
  - Insurance form must be completed online by the student through MyAccess.

- **Meal Plan** selection must be completed online by the student.
  - Mandated students can adjust their plans online via MyAccess.
  - Non-mandated students can sign up, adjust or cancel their plans online via MyAccess.
STUDENT ACCOUNTS-BURSAR IMPORTANT INFORMATION

E-MAIL ADDRESS:  studentaccounts@georgetown.edu
TELEPHONE NUMBER:  202-687-7100
WEB ADDRESS:  http://studentaccounts.georgetown.edu/
FAX NUMBER:  202-687-1133

BILLING:
- The bill for the Fall semester is available on MyAccess the second week in July.
- The bill for the Spring semester is available on MyAccess the second week in December.

DUE DATES:
- FALL 2011 PAYMENT DUE DATE: August 26
- SPRING 2012 PAYMENT DUE DATE: January 9

ACCOUNTS MUST BE SETTLED BY THE CLOSE OF THE MAIN CAMPUS
UNDERGRADUATE AND GRADUATE REGISTRATION – REGARDLESS OF THE START
DATE OF YOUR PARTICULAR PROGRAM.
- Main Campus Registration for the Fall is August 29-30, 2011
- Main Campus Registration for the Spring is January 11, 2012

FEES CHARGED BY THE OFFICE OF STUDENT ACCOUNTS-BURSAR:
- NON-PAYMENT FEE – If you have not paid your bill in full by the close of registration the university reserves the right to charge your account a non payment fee of $500.00.
- SERVICE CHARGE - If your account is not settled at Registration, or if at any point you accumulate a debit balance on your account and do not settle it by the due date on the monthly bill that you will receive (see below), the university will assess a 1.75% service charge on the outstanding balance each month it is outstanding.
  - If you apply for financial aid after registration, already assessed non-payment fees and service charges will not be forgiven.
  - If you submit a third party voucher, invoice or contract after registration, already assessed non-payment fees and service charges may not be forgiven.
  - If you sign up for a payment plan after registration, already assessed non-payment fees and service charges will not be forgiven.

MONTHLY BILLS:
- Monthly bills are available online via MyAccess for any student with a debit balance on his or her account.
- Any charges assessed at Registration are due that day. If not paid that day your account is subject to a 1.75% service charge and a Non-Payment fee.
- All monthly bills are as of the last day of the month.
- All new bills are available online by the 5th of the month.
- All bills are assessed a 1.75% service charge on any charge previously billed and settled by the due date.

REGISTRATION FOR RETURNING STUDENTS:
- SPRING - Students whose account balance is over $2000 will be blocked from pre-registration in early November. Approved estimated aid will be considered.
- SUMMER AND FALL – Students whose account balance is over $100 will be blocked from pre-registration in April. Approved estimated financial aid will NOT be considered.
PAYMENT OPTIONS:

- **PAY ONLINE** – You can pay online via MyAccess 24 hours a day using a personal checking or savings account. Foreign accounts, lines of credit or investment checks are not accepted.
- **FINANCIAL AID** – Awarded financial aid must be applied to your student account by Main Campus Registration. For more information contact the Office of Student Financial Services at 202-687-4547.
- **THIRD PARTY BILL** – A voucher/contract/invoice must be presented to the Student Accounts-Bursar third party billing administrator by Main Campus registration. The third party must then remit payment within 45-60 days or you (the student) become responsible for paying the entire bill plus applicable service charges. Agencies are only considered third party billing if the payment is remitted on demand and payment is sent to Georgetown University.
- **PAYMENT PLAN** – At the beginning of each term, you will have the option to enroll in a payment plan. Complete information on the plans available can be found on MyAccess and the Student Accounts website. Payments are due on the 27th of the month. Students who miss a payment will be assessed the standard service charge of 1.75% on the payment amount.
- **WIRES** – This method of payment is acceptable but not recommended. You must call the Office of Student Accounts-Bursar for wire instructions.
- **PAPER CHECK** – Payment online is preferred. You can pay online using a check. Paper checks must be mailed to our PNC processing center. Any paper checks received in the Office of Student Accounts-Bursar will be forwarded to the PNC processing center (expect an additional week delay), the address is:
  
  Georgetown University  
  Student Accounts-Bursar  
  Department 0717  
  Washington DC 20073-0717

- **CASH** – Do not send cash in the mail. Cash payments are accepted only in person at the Office of Student Accounts-Bursar, Monday through Friday, 9 a.m. until 4:30 p.m.

***YOU MUST TAKE CARE OF YOUR BILL. IF YOU HAVE NOT PAID YOUR BILL IN FULL BY THE CLOSE OF REGISTRATION THE UNIVERSITY RESERVES THE RIGHT TO CHARGE YOUR ACCOUNT A NON-PAYMENT FEE OF $500.00 A SERVICE CHARGE OF 1.75% WILL BE ASSESSED ON THE OUTSTANDING BALANCE AT THE END OF EACH MONTH***

WEB SERVICES:

- View your bills, make payments, enroll in a payment plan, and set up authorized users (parents, employers, etc.).
- Complete FERPA authorization.
- Update your contact information, including email addresses.
- Enter banking information for the direct deposit of refunds and automatic bill payment.
- Request a refund (if your account has a credit balance due to overpayment).
- Waive or accept student health insurance.
- Add, cancel or adjust your meal plan.

RESPONSIBILITY OF THE STUDENT:

- Maintain a current billing address and email address on MyAccess.
- Monitor your student bill regularly for accuracy and pay the bill by the due date.
- Regularly check your email account for billing notices and other important communications from the Office of Student Accounts-Bursar.
- Authorize parents or any third party to view student billing information online, receive eBill notifications, make payments and sign up for a payment plan.
Office of Student Accounts
Third-Party Billing

Staff information:

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
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<th>Telephone</th>
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</tbody>
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Electronic Resources:
- [http://studentaccounts.georgetown.edu/Payment/PaymentOptions/ThirdParty/index.html](http://studentaccounts.georgetown.edu/Payment/PaymentOptions/ThirdParty/index.html)
- [http://studentaccounts.georgetown.edu/Payment/PaymentOptions/GUMPP/Index.html](http://studentaccounts.georgetown.edu/Payment/PaymentOptions/GUMPP/Index.html)
- [https://myaccess.georgetown.edu/](https://myaccess.georgetown.edu/)

Third Party Billing Process

**Step 1:**
The student, sponsoring agency, or department administrator submits to the Office of Student Accounts an official form from the agency authorizing billing.
- This should be done prior to the start of a given academic term.
- Required for the sharing of a student's financial information under FERPA.
- More information on the content of the authorization can be found at the above website.

**Step 2:**
The student is entered into our contract-payment system.
- A "memo" is generated equal to the amount stipulated in the billing authorization.
- Amounts can be stipulated either by referencing a specific figure (i.e., $10,000.00) or by referencing types of charges (i.e., 100% of tuition and mandatory fees).
- The memo will appear on official statements under a separate heading.
- The memo will reduce the "Current Due" amount, but not the overall balance.
  - The memo represents an anticipated, not actual, payment.
- The memo will prevent holds and late-fees from applying to the portion of the bill covered by the memo.
  - If the memo covers less than 100% of all charges, the student must make arrangements to pay the remaining portion.
- If a student is receiving a GU or Departmental scholarship in addition to his or her third-party sponsorship, the department administrator and/or financial aid counselor should complete the Student Award Worksheet.
- Invoices will not be sent for amounts greater than the total value of all approved charges.

**Step 3:**
An invoice will be generated and sent to the sponsoring agency.
- The timing of the invoicing will be determined in part by the date of the receipt of billing authorization.
- Authorizations received sufficiently late in an academic term will not prevent a student from receiving late fees or financial holds.
- Some agencies require that invoices not be sent prior to the start of classes. In such a case, the invoice will be sent at the end of the drop/add period.
- Invoices will be sent by one or more of the following methods: .PDF (preferred), USPS FedEx, and fax.
- All official Georgetown invoices contain payment instructions and banking information along with a link to the Third Party Billing website, where sponsors can access an annotated sample invoice for reference.
Step 4:

Payment or default

- Agencies are typically given 45-60 days from the date of invoicing to remit payment.
  - If payment has not been received within this timeframe, the memo will be removed from the student account.

- All memos will be removed near the end of the academic term, just prior to the start of pre-registration for the next term.
  - This includes memos connected with billing authorizations received late in the academic term. The 45-60 day timeframe is trumped by the removal of memos prior to the opening of pre-registration.

- Students who have an outstanding balance at the end of an academic term will not be allowed to register for subsequent terms.
  - As such, it is imperative that students monitor their accounts via https://myaccess.georgetown.edu/. If payment hasn't been made, and the end-of-term deadline is approaching, an effort should be made to contact both the Office of Student Accounts as well as the sponsoring agency.

Office of Student Accounts Important Dates

Fall

2nd week in July - 1st student billing run.
July 27th - 1st installment for the Premier Payment Plan is due.
1st week in Aug. - 2nd student billing run.
4th week in Aug. - due date for the settlement of all bills.
Aug. 27th - 2nd installment for the Premier Plan, 1st installment for all others is due / Payment Plan enrollment closes.
Week before Labor Day - Registration / First day of classes / service charges applied to overdue accounts / 3rd student billing run.
2nd week in Sept. - end of add/drop, late registration fees apply.
Sept. 27th - 3rd Premier Plan installment, 2nd for all others is due.
1st week in Oct. - Service charges to overdue accounts / 4th student billing run.
Oct. 27th - Final payment plan installment for all plans is due.
1st week in Nov. - Service charges to overdue accounts / Holds / 5th student billing run.
Mid-Nov. - Opening of Pre-Registration

Spring

2nd week in Dec. - 1st student billing run
Dec. 27th - 1st installment for the Premier Payment Plan is due.
1st week in Jan. - 2nd student billing run.
3rd week in Jan. - end of add/drop, late registration fees apply
2nd week in Jan. - due date for the settlement of all bills.
Jan. 27th - 2nd installment for the Premier Plan, 1st installment for all others is due / Payment Plan enrollment closes.
1st week in Feb. - Service charges to overdue accounts / 3rd student billing run
Feb. 27th - 3rd Premier Plan installment, 2nd for all others is due.
1st week in March - Service charges to overdue accounts / 4th student billing run.
March 27th - Final payment plan installment for all plans is due.
1st week in April - Service charges to overdue accounts / Holds / 5th student billing run
Opening of Pre-Registration