

# Important information and Frequently Asked Questions Regarding Billing

## Important Dates:

- Fall semester – bills are scheduled to be posted online by June 20<sup>th</sup> and payment is due July 15<sup>th</sup>
- Spring semester - bills are scheduled to be posted online by November 20<sup>th</sup> and payment is due December 15<sup>th</sup>

## Billing:

- An email notification is sent to the student’s WCSU email address when the bill is posted online. Please have your child share that billing notification with you as it contains important information.
- The Bursar sends “account status” email updates regularly to student’s email account. These email updates contain information regarding account balance, payment due date, pending financial aid or indicate that your financial aid file is not complete. Students are advised to check their WCSU email account regularly and carefully read them.
- To view your e-bill, make payment or enroll in a payment plan go to [www.wcsu.edu/EZpay](http://www.wcsu.edu/EZpay).

## Understanding Your Statement

### Sample Fall Statement for Students Living on Campus

Account Summary	STATEMENT DATE	TERM	DUE DATE	AMOUNT DUE
	6/20/2018	Fall 2018	07/15/2018	\$7,604.00

CHARGES		CREDITS/ANTICIPATED CREDITS	
Tuition and Required Fees	\$5,429.50	Deposit: Tuition Fall	\$200.00
Housing	\$3,780.00	Deposit: Housing Fall	\$250.00
Meal Plan	\$2,555.50	Federal Loan	\$2,721.00
		Federal Loan	\$990.00
<b>Total Charges: \$11,765.00</b>		<b>Total Credits/Anticipated Credits: \$4,161.00</b>	

PREVIOUS BALANCE	CURRENT TERM BALANCE	AMOUNT DUE	FUTURE BALANCE
\$0.00	\$7,604.00	\$7,604.00	\$0.00

### Sample Spring Statement for Students Living on Campus

Account Summary	STATEMENT DATE	TERM	DUE DATE	AMOUNT DUE
	11/20/2018	Spring 2019	12/15/2018	\$8,054.00

CHARGES		CREDITS/ANTICIPATED CREDITS	
Tuition and Required Fees	\$5,429.50	Federal Loan	\$2,721.00
Housing	\$3,780.00	Federal Loan	\$990.00
Meal Plan	\$2,555.50		
<b>Total Charges: \$11,765.00</b>		<b>Total Credits/Anticipated Credits: \$3,711.00</b>	

PREVIOUS BALANCE	CURRENT TERM BALANCE	AMOUNT DUE	FUTURE BALANCE
\$0.00	\$8,054.00	\$8,054.00	\$0.00

## Important Terms on your Statement

**Total Charges:** This is the total cost of the semester. Any charges on your account would be added here.

**Total Current Credits/Anticipated Credits:** This would reflect any credits or anticipated credits or payments on your account such as financial aid, scholarships, loans, and previous payments.

**Amount Due:** This shows the total amount due on the account **as of** the billing date. If you made a payment after the billing date listed on the statement it would not yet be reflected on the statement.

**Q. Why is my spring bill higher than my fall bill?** New incoming students pay a one-time \$200 tuition deposit. That payment is applied to your fall bill. On campus students pay a \$250 housing deposit, that payment is applied to your fall bill. **There are no deposits paid during the spring semester.** Note that the fall and spring charges are the same \$11,181.00.

**Q. Why is the loan amount on the bill for \$2,721.00, while my financial aid award was for \$5,500?** Financial aid is awarded for the academic year 2017-18. Half of the award is applied to your fall bill and half is scheduled to be applied to your spring bill. All federal student loans are subject to an origination fee that is deducted from the amount applied to your bill, the difference between \$2,750 and \$2,721 is the origination fee. (Please note these are estimated amounts as the origination fee may change)

**Q. I accepted my financial aid and completed the master promissory note and entrance loan interview but my loan is not on my statement bill?** Statement bills are a snap shot of your account on the day the bill is posted online. If you recently accepted your financial aid and completed your requirements, that information is reflected in our billing system and will be reflected on your next statement bill. Check the statement date, if you accepted your aid after the statement date it will be reflected when an updated statement bill is posted online. Statement bills are updated each week in July and August and December and January.

**Q. Why aren't I being billed for health insurance?** Effective Fall 2017, WCSU no longer bills full time students health insurance. It is no longer necessary to submit a health insurance waiver. You will not see this charge on your bill or statement.

**Q. How can I pay for my bill?** The easiest way to pay your bill is online. You can do this on the **Make a Payment** screen under CONNect Cash and EZPay on your Banner account. If you are paying in full, you can either pay with an electronic check (your account number and routing number) or a credit card. There is a 2.75% convenience fee every time you pay with a debit or credit card with a \$3 minimum. We accept American Express, Discover, MasterCard, and Visa.

**Q. Can I set up a payment plan?** Yes. You can do this by selecting the **Payment Plans** screen in the top menu section of CONNect Cash and EZPay. Click **Enroll Now**, and select the term you want to set up a payment plan for. If you have a balance from a previous semester, you will not be able to set up a payment plan until that balance is paid. Payment plans are set up with either an electronic check or credit card and payments are automatically taken out on the 15<sup>th</sup> of each month. **Please note:** You will need to enroll in a payment plan each semester and there is a \$35 enrollment fee each time you enroll in the plan. If you pay by debit or credit card, the convenience fee is charged for each monthly payment.

**Q. How do I sign up for direct deposit for my refund?** Signing up for direct deposit has never been easier. Once you log in to CONNect Cash and EZPay, select **Electronic Refunds** from the **My Profile Setup** menu. Enter the account number and routing number that you want your refund to be deposited in. **\*\*The name on account** needs to match the name that is on the checking or savings account. Your refund may not go through if this is incorrect.