

## Bursar Office Operational Reminders

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1. When is my **refund** being sent?
  - ❖ After the loan(s) are certified and MPNs are signed and the guarantee is in place **BEFORE** the term begins. Then...
    - ❖ After final Drop/Add date of each term advise students to keep an eye on their Webster online student statement for;
      - Financial Aid Credit Balance (Always check the required hours, to make sure student is in compliance!)
      - The wording "Refund via Higher One" (Once this is on their account the student should receive an email from HigherOne once HigherOne has received the money from our bank to theirs).
      - Please do not give students any dates of when they can expect their refunds.
2. Why was I charged the **graduation candidacy fee** now? I am not graduating.
  - ❖ The graduation candidacy fee is based upon the student's total number of hours he/she has reached for each program/certificate and is not based upon the student graduating or petitioning to graduate.
3. Why was I billed twice for the **graduation candidacy fee**?
  - ❖ Look at the Registrar's Program Enrollment to determine if student is enrolled in two programs or is going for a program and a certificate.
  - ❖ If only one program/certificate, then look at the contacts with-in the Registrar's Program Enrollment to determine if the student changed programs which created the additional billing. If this is the case, you will see a contact for each program. You will need to email Dawn McCracken in the Registrar's Office at [mccracdm@webster.edu](mailto:mccracdm@webster.edu) requesting her to verify and request removal of the over charged amount.
4. How can I find out when my **loans** will post to my student account?
  - ❖ You received in the mail a packet from your lender when you signed your promissory note. Inside of your packet there is a disclosure statement that shows the amount of your disbursements, the date that your loans will be released to the school, and phone numbers to contact your lender if you should have any additional questions regarding your student loans.
5. I just received my statement and my **loan** isn't showing on there, why not? Do I have to pay the full amount now and be reimbursed later?
  - ❖ No, your payment should be the amount less the expected financial aid award. This uncovered portion is due two weeks prior to the new term.
6. I don't see a **scholarship or my Missouri** state funds posted on my account.
  - ❖ These funds usually come in after school starts.

7. Why hasn't my Grad Plus **loan** posted?
  - ❖ It is a hard paper check that has to be endorsed. For site students the loan has to be expressed mailed over night to the site. St. Louis students have to come to the Business Office to endorse the check. Online students the check has to be mailed the student to endorse (except for St Louis online students).
8. My Parent plus **loan** check is not posted.
  - ❖ Parent Plus loans are hard paper checks that need endorsed by the parent. They are mailed to the parent for endorsement
9. What is the toll free number to the **Financial Aid** Department?
  - ❖ 1-800-983-4623
10. Why did I receive a bill? I have **employer reimbursement**.
  - ❖ All billed students who have a balance are sent a statement, regardless of their payment option.
11. I have **employer reimbursement**, do I have to pay my current balance amount now and be reimbursed later? Then, when is payment due?
  - ❖ No. As long as you have registered with the payment option "ER" you have three weeks after the term to make payment regardless if your employer pays within this time or not.
12. Is there a **payment plan** I can set-up? Will I be charged interest?
  - ❖ AES – Advanced Education Services manages our payment plans. Payment plans are interest free.
  - ❖ AES' phone number 1-800-932-8409
  - ❖ Go to <http://www.webster.edu/academics/registration.shtml> and click on the "Check out the deferred payment options" link on this page.
  - ❖ There is no interest on a payment plan, only a \$25.00 enrollment fee to cover administrative costs per payment plan.
13. Why isn't my **TA or Direct Billing or Tuition Remission** credit on my account?
  - ❖ Posting usually occurs after the add/drop as long as course is registered and covered in the GoArmy portal, or TA, DB or TR forms have been submitted.
14. Where can I find a blank **Tuition Remission** form
  - ❖ Form can be found at <http://www.webster.edu/hr/forms.shtml>.
15. Where/how can I request **reinstatement** after my payment or payment arrangement has been made?
  - ❖ <http://www.webster.edu/registrationforms.html>
16. How do I pay, register, print unofficial transcripts, review my degree information, update my address, etc.?
  - ❖ In Connections: The "Registration and Services Online" have been integrated into the Connections web portal. To view your financial aid, billing statement, or to pay online, visit webster.edu, and log into Connections. Open the "Student" tab, and log into "Student Academic Services."
  - ❖ <http://connections.webster.edu/cp/home/loginf>
17. **Money for Textbook** site/information
  - ❖ Found at <http://www.webster.edu/studlife/StuA/cheques.htm>.

## **PAYMENT OPTION CODES**

Each term, students must select a payment option for the term for which they are registering. It is extremely important that the correct payment option code be recorded to allow every consideration in approving the registration for each student for that term. Whether you are inputting the code yourself or writing it on a registration/pay option form to be input by the registrar, the utmost care should be taken to be sure that the proper code is used.

### **DB – Direct Bill**

This involves students whose employers authorize Webster University to bill them directly for the students' tuition. This usually refers to "private" employers (companies). This option should NOT be used for civil service employees (form 1556), who should be coded as TA, or Vocational Rehabilitation students, who should be coded as VR. When the student registers, he/she should submit a letter or voucher authorizing Webster University to bill the employer for that term. This must be done each time a student registers. These letters and vouchers should be sent to Christina Shelton in the Business Office. Once the billing is entered, the student's account will show a third-party billed credit. If the employer will not cover 100% of the tuition, the student must make arrangements to pay their portion at the time of registration, or contract to make monthly payments of the uncovered portion through the universities deferred payment vendor. Currently Webster University is using Advanced Education Systems, AES. (800-932-8409)

### **VR – Vocational Rehabilitation**

This involves students who receive benefits from Vocational Rehabilitation entities. The billing authorization forms should be submitted at the time the student registers. These forms should be sent to Christina Shelton in the Business Office. Once the billing is entered, the student's account will show a third-party billed credit. If the Vocational Rehab will not cover 100% of the tuition, the student must pay their portion at the time of registration, or contract to make monthly payments of the uncovered portion through AES.

### **TA – Tuition Assistance (except GoArmy)**

This involves students who are active-duty military, or are civilian employees of DoD or other government agencies. This typically involves Forms 1556, 2171, 1227, etc. When the student registers, he/she should submit a TA Form authorizing Webster University to bill the government for that term. This must be done each time a student registers. These TA forms should be sent to Webster University. Once the voucher amount is entered, the student's account will show a third-party billed credit. If TA will not cover 100% of the tuition, the student must pay their portion at the time of registration, or contract AES the deferred payment vendor to make monthly payments of the uncovered portion. If the

student is participating in the top-up program, the amount of tuition not covered by the TA will be due three weeks after the class(es) have ended. (treated as a VA portion).

### **ER – Employer Reimbursement**

This involves students whose employers will reimburse them after the class has been completed. This also includes employers that give advance payment to the students after proof of registration. The student must present proof of employment and reimbursement policy at the time of registration. Payment is due, in full, three weeks after the term has ended. Students will receive monthly statements indicating a balance due. As long as the student has been identified as “employer reimbursement”, this should not be a concern. ALL students receive monthly statements, regardless of their payment option. It is the student’s responsibility to keep their student account current, regardless of any problems encountered with receiving reimbursement from their employer.

### **VA – Veteran’s Benefits (Montgomery Bill, etc)**

This involves students utilizing VA benefits such as the Montgomery GI Bill, which are paid directly to the student. The student is responsible for making payments to their student account. Payment is due, in full, three weeks after the term has ended. Students will receive monthly statements indicating a balance due. As long as the student has been identified as “VA”, this should not be a concern. ALL students receive monthly statements, regardless of their payment option. It is the student’s responsibility to keep their account current, regardless of any problems encountered with receiving reimbursement from the VA. Questions concerning VA certification should be addressed to Ann Wagner in the Registrar’s Office.

### **FA – Financial Aid**

This involves students who are participating in the Department of Education Title IV programs. The student’s receipt of financial aid is based upon his/her compliance with the terms and conditions as set forth on the student’s financial aid award.

Each student who is taking out loans will receive a packet from his/her lender in the mail once the promissory note is signed. Inside of your packet there is a disclosure statement that shows the amount of your disbursements, the date that your loans will be released to the school, and phone numbers to contact your lender if you should have any additional questions regarding your student loans.

The student’s receipt of financial aid is based upon his/her compliance with the terms and conditions as set forth on the student’s financial aid award. If the student drops or withdraws hours within the award period, the award may be recalculated and funds may have to be reduced or canceled. If the student decides not to attend a term, this will be considered a “break in enrollment” and the award may be reduced and loan funds returned to the lender. The student will need to reapply for loan funds following the “break in enrollment.” The student is responsible for any balance owed due to a reduction in the financial aid awarded. Under no circumstances will a Spring balance be

allowed to be carried forward to the SU, which is a new loan year. Students must stay on top of what papers are needed by the Financial Aid Office in order to certify their loans. Note: student's required number of enrollment hours are displayed on the Financial Aid Award screen.

The financial aid loan year begins with the Summer term and goes through the following Spring term. Students who begin attending in the summer will receive their loan in three disbursements: one-third in the Summer, one-third in Fall, and one-third in Spring. It is important to remember that the lender may withhold 3%-4% of each of these disbursements for a handling/origination fee. Loans usually begin to disburse during the second week of the term. In general, the students can expect their refunds to be sent to HigherOne within 14 days of the date that their loan is posted to their student account. If a student registers for FA1 only, and receives a refund for their fall disbursement, their FA2 must be paid out of the refund. The same applies with regard to SP1 and SP2.

### **PD –Paid In Full**

This involves students who are paying their tuition themselves. Payment is due two weeks prior to the start of the term. Depending on when the student registers, they may or may not receive a statement before this payment is due. The payment is still due two weeks prior to the start of the term. If the student is registering during this two-week period, payment must be made at the time of registration. Payments made at the sites must be sent to the lock box on a daily basis during the registration period. Non degree seeking students must pay for their tuition prior to the start of class.

### **TM – Deferred Payment Plan**

This involves students who wish to make payments on a monthly basis. No down payment is required but may be made required to adjust their monthly payments. The cost per payment plan is \$25. Contracts must be completed and signed by the student at the time of registration. The site will NO LONGER collect the contract fee, but will send the application to Advanced Education Systems (AES). Please be aware of the payment due dates. Students who do not honor their deferred payment contract(s) will be required to pay in full for future registrations. AES may be reached at 1-800-932-8409 or register on-line through Webster University's website. Payments will be posted directly to the student account. Webster University will credit the student account to reflect the payments that have been made.

### **TR – Tuition Remission**

This involves Webster University employees and their families who are enrolled at Webster University. This benefit pays for tuition only. Other charges or fees are the responsibility of the student and is due in full the first week of class. This benefit may be subject to tax withholding, if applicable. Refer to Finance Office with any specific questions regarding tax withholding. Benefit questions go to Betsy Schmutz, Director of Human Resources. The tuition remission form must be filled out, signed, and submitted

to Judy Helfrich in the Business Office no later than the first week of the term. If a class is added, another form must be submitted. This procedure must be done for each term.