

## Common Military Tuition Assistance Questions

**1. Who can a student contact regarding military tuition assistance AFTER the TA has been awarded and approved?**

Students may contact Cyndi Pruett in the Business Office at 314-968-7084 or cclark@webster.edu. Students should only contact Cyndi after the TA has been awarded and after they have received an approved TA form. Questions regarding a student's VA/GI bill should be directed to the student's education center.

**Note:** Go Army students (Active Duty Army) are invoiced by Billi Brickey (bbrickey@webster.edu or 314-968-7183).

**2. Who can a student contact regarding military tuition assistance BEFORE the TA is awarded and approved?**

Students should contact their education centers.

**3. When will TA be billed?**

Billing begins after the add/drop period of each academic term during the third and fourth weeks of classes. Third party billing credits will not show on students' accounts until this time. The sooner TA forms can be submitted to the Bursar's Office, the better.

**4. Does a third party billing credit on a student's account mean that payment has been received by Webster?**

No. Whenever TA is invoiced, a credit is automatically placed on a student's account and a military account set up for military students is debited. When payment comes in, it is applied to this military account.

There are instances where payment may not be received for a class that has been invoiced. If an attempt to collect payment is unsuccessful, the credit that was initially placed on a student's account must be reversed. It then becomes the student's responsibility to resolve the balance (i.e. by paying for the course directly and getting reimbursed by TA if/when TA does pay, correcting whatever issue is preventing payment by TA, etc.). A hold is placed on the student's account to prevent further registrations until the balance is resolved.

**5. When should sites that do their own TA billing send a notice to the Bursar's Office?**

Extended campuses that do their own TA billing should send a notice to the Bursar's Office after they have finished billing for the term. Included in the notice should be the vendor number and the amount of the invoice. This helps to ensure that when payment comes in, this payment can be verified as the correct amount of the original invoice.