University Student Accounts Change to One Payment Due Date & eBilling

Frequently Asked Questions

ELECTRONIC BILLING (eBILLING)

Q1: Why did the University choose to move to eBilling?

A1: The University approved eBilling for the following reasons:

- eBilling is in alignment with CSU’s “Go Green” initiative and cost saving measures
- eBilling is consistent with peer institution billing processes and those of many other businesses
- eBilling works well with the University updated student computer system
- Recipients will receive billing information immediately with “no bill lost in the mail”
- Financial aid for which all requirements have been met will show on the first online billing statement for each semester and will be reflected in the amount due
- Students can allow up to four additional individuals access to the online billing statement

Q2: How will students, and individuals designated by the student, be notified that the billing statement is available to view online?

A2: Students and designated individuals will receive an e-mail notifying them that the billing statement is available online

- Undergraduate students will receive this e-mail notification at their rams.colostate.edu e-mail address and will be referred to RAMweb to view the online billing statement
- Graduate students will receive this e-mail notification at their eID address indicated on RAMweb and will be referred to RAMweb view the online billing statement
- Designated individuals will receive this e-mail notification at the e-mail address the student indicates on RAMweb “eBilling Information” and they will be referred to www.bursar.colostate.edu
Q3: When will these e-mail notifications be sent?
A3: The fall semester e-mail notification will be sent in August
    The spring semester e-mail notification will be sent in January
    Additional e-mails will be sent for anything billed on a subsequent statement and the
    new amount will be due on the 10th of the following month

Q4: How easy will it be for students to maintain eBilling addresses?
A4: Students can easily maintain the additional eBilling addresses on RAMweb. Students
    can add or delete up to four individual’s e-mail addresses. Any changes activate or
    inactivate the owner’s access to that student’s online bill.

Q5: Where can designated individuals view the online billing statement?
A5: A link to the online billing statement will be included in the initial notification e-mail sent
    to all designated individuals or at www.bursar.colostate.edu.

Q6: How do designated individuals log on to the online billing statement?
A6: The initial notification e-mail will include a login name and temporary password.
    Designated individuals will also need the student’s CSU ID number to log on to the
    online billing statement.

Q7: How is a temporary password changed?
A7: The temporary password will need to be changed the first time an individual logs in. The
    new password requires 6-10 characters, includes 1 special character and 1 number.

Q8: What if an individual forgets their password?
A8: If an individual forgets their password, they can immediately reset it and a new one will
    be sent via e-mail.

Q9: Where will a student or designated individual find all the information that is
    currently on the back of the statement?
A9: A student or designated individual can find all the information that is currently on the
    back of the statement on the login page.
Q10: Will students and families still be able mail in a payment or will they have to pay online?

A10: The CSU preferred method of payment is an electronic check. It is fast, easy and free. However, if students or designated individuals are not able to pay online, they can print a copy of the billing statement. This copy will have the Cashier’s Office address to which payments can be mailed.

ONE PAYMENT DUE DATE

Q11: Why did the University choose to move to one payment due date for each semester?

A11: The University approved one payment due date for the following reasons:

- The majority of students and families pay by the first few weeks of class
- Our new student computer system could not accommodate our old payment plan
- The College Opportunity Fund (COF) and any class schedule adjustments complicated the amount that was due on the first payment
- One payment due date will cause less confusion about what to pay and when to pay
- Financial aid for which all requirements have been met will show on the first online billing statement each semester and will be reflected in the amount due
- The one payment due date is consistent with peer institution practices
- 1098-T qualified expenses are reported in the year in which the charges are billed. By moving the spring billing date, charges for spring semester will be recorded in the same tax year as the classes occur, and when financial aid for that period is reported.

Q12: What are the new payment dates?

A12: The fall due date is September 10th
The spring due date is February 10th
The summer due date is June 10th

Q13: Will students lose their class registration if they don’t pay by the due date?

A13: Students currently don’t lose their class registration if they don’t pay by the due date(s) and they won’t lose their class registration under the one payment due date.
Students will incur a 1.5% late penalty charge and a transcript hold if they don’t pay by the due date. This is the same as the current penalty for late payment.

Students with a past due balance will eventually receive a registration hold shortly before registration opens for the next semester. This is the same as the current policy.

Q14: **What happens if a student or family cannot pay their bill by the due date?**

A14: Students currently don’t lose their class registration if they don’t pay by the due date(s) and they won’t lose their class registration under the one payment due date.

Students will incur a 1.5% late penalty charge and a transcript hold if they don’t pay by the due date. This is the same as the current penalty for late payment.

Students with a past due balance will eventually receive a registration hold shortly before registration opens for the next semester. This is the same as the current policy.

Q15: **Will there be a third-party servicer that will offer a payment plan for families that need it?**

A15: At this time we have not identified a third-party servicer that can offer a payment plan for our families for less than the 1.5% late payment charge. We recommend that families evaluate financial aid opportunities since many student loans are low interest or in some cases interest-free while the student is enrolled at least half time.

Q16: **Will there be a charge to use a credit card?**

A16: Yes, there will be a 2.25% convenience fee plus a 75¢ per transaction fee charged for all credit cards used to pay any amount towards a student’s University student account.

Q17: **What credit cards will be accepted?**

A17: The new system will accept American Express, MasterCard and VISA.

Q18: **Where can more information be found?**

A18: Additional or updated information can be located on the Student Financial Services (SFS) website at sfs.colostate.edu and under the “Pay Your Bill” section. Student Financial Services staff can also answer questions when you call (970) 491-6321.

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