

# WolfPay

## Fall 2009

### Important Dates & Deadlines

<b>July 07, 2009</b>	Fall 2009 billing begins
<b>July 20, 2009</b>	Late Registration begins
<b>July 31, 2009</b>	<b>Tuition payments due</b>
<b>August 19, 2009</b>	First day of class
<b>September 01, 2009</b>	Last day to reduce hours with a tuition adjustment

### YOUR STUDENT'S ACCOUNT

**eBILL** – NC State does not send paper billing statements to currently enrolled students. Fall 2009 electronic billing statements will be available to your student via MyPACK Portal beginning July 7th. An eBILL notification will be delivered to your student's email address and will have a sender name of **e\_bill@ncsu.edu**.

Students must set up their parents as Authorized Payers for their account before the parent can view or pay the bill online. Parents and Authorized Payers access the eBILL via the link provided on the Cashier's Office website. Parents cannot access it using the student portal. If you have problems accessing the eBILL, your student can confirm your Log-in ID and/or reset the password.

When a new bill posts, Authorized Payers will receive an email notification from e\_bill@ncsu.edu at the same time as their student. Please be sure you and your student add this to your Trusted Sender list if you use a spam blocker.

As an Authorized Payer, you simply need to log into **<https://quikpayasp.com/ncstate/qp/login/authorized.do>**.

Choose "View Account" from the menu to see or print a pdf copy of the bill, or "Make Payment" to make an online payment. Online payments are posted immediately to your student's account.

For additional information about eBILL see:  
<http://www.fis.ncsu.edu/cashier/billing/>

**ePAY** – The Cashier's Office does not accept payments in the Harris Hall Office. You can pay online with no fee for drafts (ACH) from your checking or savings accounts. Credit/debit/check cards can be used for a 2% fee. Complete payment information is on the back of this sheet or check our website.

**eREFUND** - By using direct deposit, your student can have their Financial Aid or other student account refunds deposited directly into the checking account of their choice 3 to 5 days faster than by check. **Students sign up via MyPACK portal.**

#### IMPORTANT NOTE!

Failure to return either full payment or complete financial aid information by the due date may result in the cancellation of your student's registration. This action causes the potential loss of necessary classes and assessment of late registration fees.

## CASHIER'S OFFICE & STUDENT ACCOUNTS

### TUITION AND REQUIRED FEES

Current and prior term Tuition and Fee Rates are located at <http://www.fis.ncsu.edu/cashier/Tuition>

Your student's eBILL reflects all charges and credits posted on their account as of the billing date. Any new charges, credits, or payments posted after the billing date will be included on the next billing statement. Your student can check their current account balance, by logging into MyPACK Portal.

Students registering on or after July 20, 2009 will receive billing information at the time of registration. Payment will need to be made without a billing statement. Students can see the amount needed to pay through their MyPACK Portal – they should choose "Student Self Service", "Campus Finances", and "Account Summary."

Complete information regarding the Late Registration payment policy is available at:  
[http://www.fis.ncsu.edu/cashier/news/late\\_registration.asp](http://www.fis.ncsu.edu/cashier/news/late_registration.asp)

### Parental Access to Student Account Information

The federal law called the Family Educational Rights and Privacy Act (FERPA) requires that a student's financial records be kept private and confidential. A student must give written consent before the information contained in these records may be released or discussed with anyone except the student.

If you wish for the University Cashier's Office staff to discuss any details of your student's account with you, your student will need to complete the web-based consent form available through the MyPACK Portal, under the Student Self Service tab, "Campus Personal Information" and "Parental Access" .\*

\* This action does not create Authorized Payer access. See our website for more information about how your student can set you up to receive the email billing notice, view and pay the bill online.

### Points to Remember

Please review your student's bill closely. Some charges, such as dining, housing or added classes, may not post to their account until after classes have started and Financial Aid refunds have been issued. Remind your student that they will need to use any refund to pay these charges once they appear on their account.

Certain charges, such as Bookstore and All Campus Cards, are not posted to Student Accounts. Students must pay these departments directly.

Health Service and Parking violation charges that are not paid at the time of service/issuance will be transferred to your student's account. Students with outstanding balances cannot register for future semesters.

Authorized Payers can only see the actual billing statements. Students can view the daily transactions and their current account balance via MyPACK Portal.

### STILL HAVE QUESTIONS?

**University Cashier's Office**  
(919) 515-2986

<http://www.fis.ncsu.edu/cashier/>  
email: studentaccounts@ncsu.edu

**Registration and Records**  
(919) 515-2572

<http://www.ncsu.edu/registrar/>  
email: rr\_comments@ncsu.edu

**Office of Scholarships and Financial Aid**  
(919) 515-2421

[http://www.fis.ncsu.edu/financial\\_aid/](http://www.fis.ncsu.edu/financial_aid/)

# Payment Options

**Payments are not accepted in the Harris Hall Office**

## Pay Online

There is no fee for electronic (ACH) withdrawal from your checking or savings account. You may also pay online by credit/debit/check card however, a 2% fee will be charged for this option. Parent payment access is via the "Authorized Payer" link on the Cashier's website.

## Pay by Mail

**Make checks payable to NC State University.** Be sure the student's full name and Student ID number is on the face of the check.

**Mail payment with the Remittance Advice (bottom section of the statement) to:**

North Carolina State University  
PO Box 900013  
Raleigh, NC 27675-9013.

**DO NOT MAIL SCHOLARSHIP CHECKS TO THIS ADDRESS.**

**Scholarship checks should be mailed to:**

Office of Scholarships and Financial Aid  
Campus Box 7302  
Raleigh NC 27695-7302

## Monthly Payment Plan

If you would like to pay your student's education expenses monthly, a Monthly Payment Option is offered through our partner, Tuition Management Systems (TMS). This payment option is available for a small enrollment fee through their web site, [www.afford.com/ncsu](http://www.afford.com/ncsu) or by phone at (800) 356-8329.

## Financial Aid

**New for 2009-2010 - Your student must accept or decline the offered awards!** If they do not accept the awards, the bill from the University Cashier's Office will not reflect estimated aid. No aid will disburse and it will not prevent cancellation until it has been accepted.

To accept the award your student must log into MYPACK Portal and go to: Student Self Service > Campus Finances > Financial Aid Status

Students receiving aid for the Fall 2009 semester through the University's Financial Aid Office can use their aid proceeds as payments toward their current term's charges only. Aid may not be used to pay past due or prior term charges.

If the student's financial aid has not been approved, or accepted, prior to the billing due date, payment in full must be made by the due date or their registration is subject to cancellation. Overpayments will be refunded to your student after the aid has been applied to their account.

Students receiving aid from private lenders that are not certified by the Financial Aid Office should contact the Cashier's Office.

## Third Party Billing/Sponsorships

Students whose sponsoring agency pay tuition or fees directly to NC State must complete the 'Notice of Sponsorship' form on our website: <http://www.fis.ncsu.edu/cashier/forms/sponsor.asp>. The form must be completed no later than the statement due date, indicating the name of their sponsor, sponsor contact information and the total amount to be paid. Any remaining balance must be paid prior to the due date on the statement.

# General Information

## Returned Checks:

A returned check fee of \$25 will be assessed for all dishonored checks, including e-checks (ACH). The University has the right to cancel the registration of any student whose tuition and fees are paid with a "Returned" check.

## Late Registration Fee:

Continuing students registering during the Late Registration period will be charged a \$100.00 non-refundable processing fee. All students registering after the last day to register or add a course(s), September 01, 2009, will be charged a \$150.00 Late Registration fee.

## Adding Classes:

Upon adding course work that results in an increased fee, students will be billed during the next Cashier's Office billing cycle.

## Dropping Classes / Reduction in hours

The last day to drop a course or reduce hours with a tuition adjustment for Fall 2009 is September 01, 2009.

## Withdrawals / Dropping all classes:

Dropping all courses, on or after the first day of classes, constitutes withdrawing from the University. Students who drop all courses without completing an Official Withdrawal through Registration and Records may be held liable for charges on their account until they have been officially withdrawn.

NC State University has a pro-rated withdrawal schedule that is published prior to the beginning of each semester and is available on our website.

If a student withdraws after the first day of classes, an administrative charge of 5% of the total tuition, fees, room rent, and meal plan charges, not to exceed \$100, will be retained before the refund is calculated.

If a student decides not to attend, they should notify Registration and Records, in writing, prior to the first day of that semester.

## Refunds:

Excess Financial Aid, overpayments and account credits are refunded in the student's name. Refunds not issued via Direct Deposit will be mailed to the Home/Mailing address listed with Registration.

Financial Aid refunds are processed automatically as the aid is applied to the student's account. Refunds for overpayments and credits are processed on a monthly basis, or as requested by the student.

## Registration Holds:

Students with an outstanding balance may be prevented from registering for an upcoming term. Please be sure your student checks their account balance regularly. Past due amounts are also subject to penalty and interest charges per NC law.

## Distance Education:

The tuition and fee charges for Distance Education courses are **NOT** included in the on-campus tuition and fees rates. Distance Education tuition and fee charges are determined and charged separately, based on Distance Education enrollment. **ALL** Distance Education courses are identified with a "600" section number.

Some Distance Education classes may have labs associated with them, but are not required. Tuition and Fees for these labs will be charged at the on-campus rates.

Certain web/Internet-based courses are considered on-campus for tuition and fee charges. Students should verify the section number when registering.

Distance Education information, registration, course offerings, tuition and fee schedules, etc. are available at <http://www.distance.ncsu.edu> or by phone at (919) 515-9030.

## Address Information:

The student's Unity email address is their official campus email address. All official University emails, including eBILL notifications, will be sent to this address.

It is the student's responsibility to immediately notify the Department of Registration and Records of any home/ mailing, local or parent address changes.

**Remember! eBILL ePAY and eREFUND**