

Important Dates & Deadlines

Please go to

<http://www.fis.ncsu.edu/cashier/>

to view current semester information for:

Billing Schedules	Payment Due Dates
Late Registration	Drop/Add Deadlines

YOUR STUDENT ACCOUNT

eBILL – NC State does not send paper billing statements to currently enrolled students. Electronic billing statements are posted to the student's account on MyPack Portal. An eBILL notification will be delivered to the student's email address and will have a sender name of **e_bill@ncsu.edu**.

Students must grant Parental Access to their account before the parent can view or pay the bill online. Students enter their Parent's information via MyPack Portal under the Student Self Service tab, select "Campus Personal Information" and "Parent/Guardian Access". Parents then access the student's account, via the Portal, using the Parent/Guardian access link.

When a new bill posts, parents who have been granted access will receive an email notification from **e_bill@ncsu.edu** at the same time as their student. Please be sure to add this address to your Trusted Sender list if you use a spam blocker.

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. Payments may be mailed to our lockbox, however, we recommend using the online eCHECK to pay the account. You can pay with no fee for drafts (ACH) from a checking or savings account. Credit/debit/check cards can be used for a 2% fee. (MasterCard/ Discover/American Express)

Online payments are posted immediately to your student's account.

eREFUND - By using direct deposit, students can have their Financial Aid or other student account refunds deposited directly into the checking account of their choice. This saves an enormous amount of time and frustration – no lost checks! **Students sign up online via MyPack Portal** using the DIRECT DEPOSIT button. Please allow 10 business days from the date you sign up until refunds can be processed via Direct Deposit.

IMPORTANT NOTE!

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

TUITION AND REQUIRED FEES

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

Billing statements reflects only the 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. Current account balances can be checked by logging into MyPack Portal and viewing the Account Summary.

Students registering during a Late Registration period are required to pay at the time of registration and may be subject to a Late Registration Fee. Please be sure to read the Late Registration payment policy available at http://www.fis.ncsu.edu/cashier/news/late_registration.asp as a payment will be due before a billing statement is posted.

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 your student's account with you, your student must complete the web-based consent form available through the MyPack Portal, under the Student Self Service tab, "Campus Personal Information" and "Parental/Guardian Access".

Points to Remember

Student Health Insurance Requirement: All campuses in the UNC system have a student health insurance plan. Degree-seeking students (1/2 time or greater) are required to purchase the University-sponsored plan unless they show evidence of an existing creditable health insurance policy and complete the online waiver. Students must complete the waiver each term or they will be billed the current premium each semester on their Student Account. Additional information about the benefits and waiver process is available from Student Health at http://www.ncsu.edu/student_health/index.html.

Please review your student's bill closely. Some charges, such as dining, housing, bookstore or added classes, may not post to their account until after Financial Aid refunds have been issued. Students will need to use any refund to pay these charges once they appear on their account. Students with outstanding charges may not be able to register for an upcoming semester.

Health Service, Library and Parking violation charges that are not paid at the time of service/issuance are transferred to the student's account.

Accounts should be reviewed monthly for new charges and credits.

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/

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.

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 the Fall and/or Spring charges monthly, you may do so 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 or by phone at (800) 356-8329. **Remember-** you set the budget, not TMS. Be sure the budget total is correct for the current term charges. For more information see our website at <http://www.fis.ncsu.edu/cashier/payment/mpp.asp>.

Financial Aid

Student must accept or decline the offered awards! If they do not, the bill from the University Cashier's Office will not reflect estimated aid. No aid will disburse until they have accepted the award.

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

Students receiving aid through the University OSFA 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 a 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 the student after the aid has been applied to their account.

First time borrowers must complete the Online Loan counseling and Master Promissory Note before aid can be disbursed. Go to www.studentloans.gov for details.

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) 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 a Fall or Spring semester is typically the 10th day of the semester or the 3rd day of a Summer session. See the Registration Calendar for each term's specific date.

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.

An Administrative charge of 5% of the total tuition and fees, not to exceed \$100, will be charged for all withdrawals.

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 to check the account balance regularly. Past due amounts are also subject to late fees 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 the Distance Education course classification, not the student program level.

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