INFORMATION & FREQUENTLY ASKED QUESTIONS

What services does the Office of Student Accounts provide?
We provide a variety of services which include:

- Publishing electronic billing statement (E-Bill) the 2nd Wednesday of every month.
- Accepting and posting paper check and cash payments to students’ accounts.
- Providing student account counseling.
- Providing free check cashing for students (up to $100 personal check or $200 if BU check) with valid picture ID.
- Processing Refund Requests for those accounts with credit balances.
- Distributing student payroll checks.
- Selling Money Orders/making change.

When will students be billed for Fall 2015 and when is it due?
The first E-Bill (electronic billing statement) for the fall semester will be available July 8, 2015. Payment is due in full on or before August 4, 2015.

How will billing information be made available?
E-Bills are published electronically the second Wednesday of every month. Students receive an email notification to their Butler University email account when the E-Bill has been published and is available to view. All established Authorized Users also receive an e-mail notification when the E-Bill is available to view. An Authorized User account must be created by the student for each Authorized User. Details, including navigation are available at www.butler.edu/student-accounts

What are the payment options?

Option I: Pay Amount Due Now as illustrated on the E-Bill in full. For fall 2015, payments are due by August 4, 2015.

Option II: Participate in the Monthly Payment Plan. To participate, students must enroll in the plan by logging on to their my.butler.edu account during designated enrollment dates. Additional information is available on our website at legacy.butler.edu/student-accounts. (Select the Billing & Payment heading from the menu on the left then Monthly Payment Plan.)

What forms of payment can be submitted directly to the Office of Student Accounts?
Personal checks, official checks (including 529 Savings Plan checks) and money orders made payable to Butler University may be mailed (to address above) or submitted to our office in Jordan Hall 102. Please include student name and BU ID number on all checks. Cash is also accepted at our cashiering windows.

We would like to pay online. Is that an option?
Yes. There are two electronic payment (E-Pay) options which can be utilized by the student or Authorized User:

- **E-Check:** The bank routing number and account number are required for this transaction. There is no fee.
- **Credit Card:** Visa, Master Card, Discover and American Express credit cards are accepted. A non-refundable convenience fee of 2.75% of the transaction amount is charged for all credit card payments.

We have a scholarship from high school and other “outside” sources. Where are those funds mailed?
Scholarship checks are submitted to the Office of Financial Aid (located in the lower level of Robertson Hall) and can be mailed to: Office of Financial Aid
Butler University
4600 Sunset Avenue
Indianapolis, IN 46208

Please do NOT mail scholarship checks to the Office of Student Accounts.
**Can we avoid tuition increases?**

YES! The Prepaid Tuition program allows families to pay for future semesters and lock in the current rate. The tuition rate of the program is based on the first academic year the student and/or parent submits a funded Prepaid Tuition contract. Details are available at legacy.butler.edu/student-accounts or Jordan Hall 102.

**What charges should we expect to see on the E-Bill for full-time undergraduate students?**

- Tuition
- All mandatory fees (Activity, Health & Recreation, New Student Registration, Welcome Week)
- Room & Meal Plan
- Bookstore charges (if student uses BU ID to charge books to student account AND grants Federal Student Permission – details below.)
- Parking Decal (all vehicles brought to campus must be registered through BUPD AND student must grant Federal Student Permission – details below.)
- Health Services – charges for services received that are not paid by the student’s health insurance (e.g. co-pays)

**What is an Activity Fee?**

The Activity Fee is charged to all full-time undergraduate students. This fee provides funds for student organizations, yearbook, athletics and a variety of programs offered on campus throughout the year.

**What is the Health & Recreation Fee?**

The Health & Recreation Fee is charged to all full-time undergraduate students. It is not a usage fee. It funds the continued operation of the health center, recreation facility and the various health and wellness programs offered.

**What is the Welcome Week Fee?**

This one-time fee is charged to all first time Butler students. It covers orientation activities, programs and outings during the first week of campus life.

**Can books and supplies be charged to the student account?**

Yes, however, students will need to have their Butler ID number available to do so. All enrolled students, including those receiving Federal Pell Grant funds, may charge books and supplies to their student account. **Note:** Supplies required for coursework can be charged to the student account. Apparel and decorative items may NOT be charged to the account.

**What is “Federal Student Permission”?**

Federal regulation requires that Butler University apply Federal (Title IV) financial aid funds to “allowable charges” which include tuition, mandatory fees and room and board charges contracted with Butler University. To apply the remaining federal funds to miscellaneous charges (e.g. bookstore, parking decal), students must grant permission via their Student Center located in their my.butler.edu account. Once permission is granted, it is valid for future years. The permission can only be revoked by the student via written request and submitted directly to the Office of Student Accounts.

**What happens if the bill is not paid in full and no payment plan is established?**

The account will accrue interest at 18% APR if payment is not made by the due date on the E-Bill. If a balance remains on the account after the first month of classes, a Student Financials Hold All indicator is placed on the student account. The indicator (hold) prevents class schedule changes, enrollment verification, registration in future terms and the release of grade and transcript information.

**Does my student need a local bank account?**

It is up to the student. There are three ATM locations on campus:

- Atherton Union Building (one is administered by Chase Bank and one is administered by PNC)
- Jordan Hall (administered by Indiana Members FCU)

**Can we contact you by phone?**

Yes! Please feel free to call us during our telephone hours:

- **Monday, Tuesday, Thursday, Friday:** 9:00 a.m. to 4:00 p.m.
- **Wednesday:** 11:00 a.m. to 4:00 p.m.

Our local number is 317-940-9353 or call us toll-free at 1-800-368-6852 ext. 9353