INFORMATION & FREQUENTLY ASKED QUESTIONS

When is your office open?

Monday, Tuesday, Thursday  9:00 a.m. – 4:00 p.m.
Wednesday                11:00 a.m. – 4:00 p.m.
Friday                    9:00 a.m. – 4:30 p.m.

What services does the Office of Student Accounts provide?

✓ We publish electronic billing statements (E-Bills) the 2nd Wednesday of every month
✓ We accept and process paper checks and cash payments
✓ We provide student account counseling
✓ We process refund checks for students who have a credit balance on their student account
✓ We distribute student payroll checks bi-weekly. (Payroll checks are processed by the Business Office, JH 054)
✓ We provide free check cashing service (maximum check amount is $100 per day with picture ID for a personal check and $200 maximum for a BU payroll check)
✓ We sell Money Orders ($200 per day maximum; $5.00 fee)

When is payment due?

Our office bills by term (semester) and we publish an electronic billing statement (E-Bill) the second Wednesday of every month. The balance is due in full by the due date on the E-Bill which is within the first five days of the following month.

Fall term: The first E-Bill for the fall term is published mid-July and is due in full by the 5th of August unless student is enrolled in the Monthly Payment Plan.

Spring term: The first E-Bill for the spring term is published mid-December and is due in full by January 5th unless student is enrolled in the Monthly Payment Plan.

Summer I term: The first E-Bill is published in May and due by June 5th.

Summer II term: The first E-Bill is published in June and due by July 5th.

What is “Federal Student Permission”?

Effective May, 2011, federal regulation requires that Butler University apply federal (Title IV) financial aid funds to “allowable charges”, which are tuition, mandatory fees, room and board charges contracted with Butler University. To apply the remaining federal funds to miscellaneous charges, students must grant permission through the 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 directly to the Office of Student Accounts.

Uncle Matt is paying the bill. Will your office send him an E-Bill?

Billing statements are available in an electronic format only. When the E-Bill has been published, an e-mail notification is sent to your BU e-mail account AND to any Authorized Users that you’ve set up. Authorized Users can view the E-Bill and also make payments electronically. You’ll want to set up Uncle Matt as an Authorized User.

How many Authorized Users can one student set up?

The sky’s the limit!
How is an Authorized User set up?

Authorized Users are set up by students only with the following navigation instructions:

Student: Log in to my.butler.edu, click on Self Service, then Student Center
Under the FINANCES heading, click on View Bills
The View Bills link takes you to the panel which contains your E-Bill and E-Pay information. In the Authorized User section, click on Add New. Type in a unique User Name for your Authorized User. If you type in a User Name that has been used by another student (e.g. MOM), you’ll receive an error message. Try again! We recommend using the e-mail address for your Authorized User as their User Name.

How does my Authorized User pay my bill?

When an Authorized User has been set up, he/she will receive an email notification from epay@butler.edu. The message will include the Authorized User name, temporary password and the website to access which is: https://commerce.cashnet.com/butler. Authorized Users should save this e-mail message for future reference. Please keep in mind that passwords are case sensitive! If an Authorized User forgets his or her password, you, the student, must reset the password. (No one else has the authorization to reset.)

Can payments be made online?

Yes! Students and Authorized Users may pay online by credit card or electronic check. For credit card transactions, Visa, Master Card, Discover and American Express are accepted and there is a non-refundable 2.75% fee of the transaction amount. There is no fee for electronic check transactions.

Can I charge books and supplies to my student account?

All enrolled students, including those receiving federal Pell Grant funds, may charge books and supplies to their student account (Butler ID number is required to do so). Only supplies required for coursework can be charged to the student account. (Apparel and decorative items may not be charged to the student account.)

We would like to make monthly payments. Do you have a monthly payment plan?

Yes, for the fall and spring terms only. (We do not offer a payment plan for summer terms.) The payment plan allows the cost of tuition, room, board, approved fees & miscellaneous charges to be paid over 4 months (for each term). The AMOUNT DUE NOW indicated on the E-Bill each month is due in full by the due date on the E-Bill. To enroll in the plan, students must log on to their my.butler.edu accounts. Enrollment in the plan is available during designated enrollment dates only. (Hard copy applications are not available.) Additional information, including enrollment dates when available, navigation instructions and more is available on our website at legacy.butler.edu/student-accounts

Is there a cost to participate in the 4 month payment plan?

Yes, there is a non-refundable fee of $25 per semester. The fee is included in the monthly payment calculations.

How can I enroll in the Monthly Payment Plan if I miss the enrollment dates?

Unfortunately, the payment plan is no longer an option AFTER the enrollment dates have passed.

What forms of payment are accepted?

Electronic payments as noted above are accepted. Our office also processes paper checks, official checks and money orders made payable to Butler University. We also accept cash.

What are the payment options?

Option I: Pay the AMOUNT DUE NOW indicated on the E-Bill in full by the due date. (August 5th for fall term And January 5th for spring term.)

Option II: Enroll in the Monthly Payment Plan during designated enrollment dates and pay AMOUNT DUE NOW indicated on the E-Bill in full by the due date.
What happens if the bill is not paid in full and no payment plan is established?
The account balance will accrue interest at 18% APR beginning the first day of class. If a balance remains on the account after the first month of classes, a **STUDENT FINANCIALS HOLD ALL** indicator will be placed on the account until the balance is paid in full. The indicator (hold) prevents changes to current enrollment, registration in future terms, release of written grade and transcript information.

I received a scholarship from a source outside of the University. May I deduct the amount of the scholarship from the amount due on my E-Bill?
The funds must be received by Butler University before the outside scholarship amount can be deducted from the **AMOUNT DUE NOW** indicated on the E-Bill. Please keep in mind that outside scholarships in the amount of $500 or more will be evenly divided between the fall and spring terms. If amounts are deducted that have not yet been received by Butler University AND the funds are not received by the due date indicated on the E-Bill, interest and/or late payment penalties will be charged on the unpaid balance. Scholarship checks must be submitted to:

Office of Financial Aid (located in Robertson Hall, lower level)
Butler University
4600 Sunset Avenue
Indianapolis, IN 46208

Where should payments be sent that are from a 529 college savings plan?
Please have your 529 plan administrator submit payments directly to the **Office of Student Accounts**. Instruct the administrator to include the student’s BU ID number and name on the check. Payments from the 529 savings plan will be posted directly to the student’s account.

I won’t be living on campus next semester but I have enough financial aid to cover my off-campus expenses. How can I obtain the “extra” to pay my rent and other expenses?
Please complete and submit a Refund Request form to our office. For details and to review our refund policy and download the form, please visit our website at legacy.butler.edu/student-accounts. Please keep in mind that your financial aid doesn’t POST to your student account until approximately one week after classes begin and your enrollment status has been confirmed. For the fall term, for example, the earliest a refund check would be processed would normally be the first or second week in September. If you have expenses that need to be paid before that time, you’ll need to plan accordingly.

I would like an itemized statement of my student account. Would you send me one?
You may access this information through your my.butler.edu account. Once logged in to your account, go to **Self Service** then **Student Center** and scroll down to the **Finances** heading. Click on **E-Mail My Account Statement**. The Account Statement (which includes the charges and credits to the account by term) is sent to your BU e-mail address and you can forward it if you want.

Will Student Accounts cash my personal check?
Yes – up to $100 per day. A valid, legible, picture ID is **required**. (We do not make exceptions for any reason.) You must sign the check and include your BU ID number on the back of the check.

I have an on-campus job. I’ve been told to pick up my paycheck at Student Accounts. When can I do that?
Paychecks are processed by the Business Office, JH 054, and available for pickup in the Office of Students, JH 102, every other Friday. You may pick up your check when it’s ready anytime during our normal cashiering hours (available on our website). A valid, legible picture ID is **required** to pick up your check from our office. (We do not make exceptions for any reason.) However, we encourage you to have your checks directly deposited into your individual checking or savings account. It’s easy! Just log on to your my.butler.edu account and select **Self-Service** then **Payroll and Compensation**, then **Direct Deposit** and follow the instructions to ADD ACCOUNT (or EDIT a current account). If you want to cash your BU payroll check, the amount cannot exceed $200. You must sign the check and include your BU I.D. number on the back of the check.

I have laundry piling up! Can I purchase a roll of quarters?
YES!