

Student Business Services Billing News

Summer of 2009 is an exciting time for UMBC! We have transitioned to a new campus-wide system (PeopleSoft) and contracted with a new company (CashNet) for Cashiering, the Monthly Payment Plan and Online Billing and Payments. These changes have made it possible for us to offer a new and efficient billing solution that is more suitable for the needs of our students and more equitable.

All of the changes below are effective as of the beginning of the Summer '09 Semester. Please refer to the Student Business Services website www.umbc.edu/sbs for more information.

- **No Additional Logins to Remember** www.umbc.edu/ebilling

Enrollment in e-billing is no longer required and students have no additional passwords to remember! Students just login to *myUMBC* and select the Billing & Personal Finances Topic. From that page, they can select to pay their charges, view their e-bills and/or enroll in the Monthly Payment Plan. For those that created an e-billing account previously, there is a link on the same *myUMBC* page that will take them to the old e-billing site. That site will not be updated past May 2009 but it will be available for inquiries until 2011.

- **Real-Time Update**

No more waiting! Online payments now post immediately. Registration changes reflect on student accounts immediately as well. Students will see their true balances anytime they review their accounts.

- **Online Payments** www.umbc.edu/sbs/billing

Online payment options remain the same: credit cards and ACH (electronic checks). A 2.75% convenience fee (increase from 2.65%) will be charged on all credit card transactions. The convenience fee increase is a pure pass through from our vendor. The University is not charging any additional amount. There continues to be no charge to pay with a check online.

- **Parents and Other Authorized Payers**

Students can grant access to their e-billing and monthly payment plan accounts to parents, spouses and other payers. Once students send electronic login information to their selected Authorized Payers, they will be able to login to

the student's e-billing and monthly payment plan accounts, review e-bills and make online payments.

■ **Guest Payers - No Login Required**

The Guest Payer online payment gateway is a way for others to pay student accounts without granting access to student e-billing information. There is no login required. Payers only need to know the student's last name and Campus ID to make payments through this site.

■ **Monthly Payment Plan - Electronic** www.umbc.edu/sbs/mpp

Enrollment in the plan is now completely electronic, as is monitoring the plan and making payments. Students access their payment plans through *myUMBC* and are able to schedule payments and grant access to the plan to Authorized Payers.

■ **New Policy - Late Payment Fee**

A late payment fee of 5% of the past due balance (minimum late fee of \$10, maximum \$200) will be assessed the first time that charges become past due for the semester.

An additional late payment fee of 1% of the past due balance (minimum late fee of \$10, maximum \$200) will be assessed each subsequent billing period (monthly) that charges remain past due for the semester.

Late payment fees will be assessed on all unpaid charges 5 days past the bill due date.

■ **New Policy - Refunds for Drops/Withdrawals**

Fall & Spring Semesters

Drops/Withdrawals through the 5th day of the semester eligible for 100% refund. Pro-rated refunds are issued for dropped classes (and for withdrawals) from week 2 through week 5 of the semester. This new policy benefits the students by treating drops and withdrawals equally and allowing for prorated refunds on dropped classes even after day 10 of the semester.

Schedule Adjustment Period

During the schedule adjustment period (days 1-10 of the semester) students can SWAP classes for same number of credits with no financial penalty.

Summer & Winter Semesters

The policy above applies to Summer and Winter as well, however, the time-frame for Drops/Withdrawals and Schedule Adjustment Periods varies a little

from the Fall & Spring semesters. Please consult www.umbc.edu/sbs for specific dates.

■ **Online Programs**

Students enrolled in graduate online programs (not online courses) or programs completely off campus will be charged tuition and the technology fee. Other mandatory fees related to on campus use, such as transportation and facilities fees, will be waived. For more information pertaining to online programs, please contact the Graduate School www.umbc.edu/graduateschool.

Coming Soon!

Direct deposit of student and parent refunds.