

EMORY



Emory University  
Office of the Bursar



**Student Financial Services**

# Student Financial Services

## What We Do

### Student Account Activity

- Billing and collection of student fees (tuition, room, board, other)
- Payment plan options
- Application of financial aid to the student account
- Credit balance refunds and withdrawals
- Direct deposit refund set up
- Finance charges and late fees

### Student Loans

- Processing of campus-based and Emory loan documents and promissory notes
- Emergency loans
- Campus-based loan exit interviews
- Billing, collection, and servicing of loans in repayment

### Tax Issues

- 1098-T and 1098-E statement processing
- Information on Hope Scholarship and Lifetime Learning credit

### Additional Services

- Third-party billing
- Financial holds
- Due diligence of delinquent accounts
- Cashiering

# Student Account Activity

## **Billing**

Billing statements are mailed to the student's local address when school is in session. A special billing address may be set up for all bills through OPUS at [www.opus.emory.edu](http://www.opus.emory.edu).

Preterm billing statements are mailed approximately five weeks prior to the start of each term for students who have registered for classes.

Monthly billing statements are sent during the first week of every month for any student with a balance on their account. All bills are accessible online through the OPUS student system for viewing or printing. Unless specifically enrolled in an Emory Payment Plan, full payment of your student account balance is due by the date indicated on the statement. A 1.25 percent finance charge will be assessed per month on any past due balance. You are responsible for making your account payments on time, whether or not you receive a billing statement. Due dates are not extended because of lost or delayed mail. If you do not receive a billing statement, you still must make your payment by the stated due date in order to avoid additional charges.

It is the policy of Emory University that a student is not allowed to register for a subsequent semester until all past due financial obligations are paid. A delinquent account balance will result in the cancellation of the student's schedule.

The University may not furnish transcripts or diplomas if a student is delinquent in paying student account or loan obligations. An account deemed uncollectible by the University may be reported to a credit bureau and referred to a collection agency.

## **Enrollment and Payment Guidelines**

As a general rule, payment for any semester is due approximately ten days before the official start of the term. You will find a schedule of exact dates for mailing billing statements and payment due dates on the Student Financial Services website. If you are enrolling during the late registration period or drop/add session for your school, payment is due on that day. If payment is not made by the end of the drop/add session, your schedule may be canceled.

Checks should be made payable to Emory University. Include student i.d. number on the check, and submit payment to Student Financial Services. The Office of the Bursar does not accept credit cards for payment on a student account.

Instructions for wiring payment directly to a student account are available on the OPUS website.

By enrolling for classes, students indicate that they are accepting responsibility for payment of charges for educational services. These include but are not limited to tuition, room, meal plans, activity and recreation fees, library charges, traffic fines, health service fees, late registration fees, and collection costs that might be incurred by Emory University in the collection of unpaid balances.

## **The Emory Payment Plan**

Emory University offers the Emory Payment Plan (EPP) as an alternative method for paying tuition, room, and board for fall and spring semesters. The plan allows academic expenses not covered by scholarships, loans, or other financial aid to be paid in four equal installments. The payment plan is not offered for the summer term.

To apply for the payment plan, complete the promissory note on the back of your preterm bill remittance stub. Mail the remittance stub with your first payment by the deadline. There is a \$30 nonrefundable fee, per semester, to apply for the payment plan.



## **EPP Payment Terms**

The first installment is due by the published deadline appearing on the Student Financial Services website and is required to complete the registration process. The remaining installments are due in September, October, and November for fall semester and February, March, and April for spring semester. To avoid a finance charge, payments must be received by the twenty-fifth of the month in which they are due.

Delinquent student account obligations may be reported to a credit bureau. Late payments may affect the student's eligibility for future participation in the plan.

## **Refunds of Financial Aid**

Financial aid is shown as a credit on the preterm bill. When the proper documentation for each award is received, funds will be applied directly to the student's account. If you are a financial aid recipient and your bill does not reflect anticipated aid, please review OPUS for the status of your financial aid file. (Financial aid funds disbursed by copayable check require the student's endorsement prior to being credited to the student account.)

Students who have financial aid in excess of charges will have a refund direct deposited (see the Finances/Account menu on OPUS for set-up) or a check processed and mailed to their campus post office box or local address. Since **all refund checks are mailed**, it is important that students ensure their Emory/Oxford post office box or local address is current.

### **Complete Withdrawal from Emory**

A student may completely withdraw from Emory with permission from the appropriate school dean. Unofficial withdrawal results in 100 percent forfeiture of tuition.

When officially withdrawing, the student may be eligible for a refund of payments depending upon the date of withdrawal. Refunds are only processed for complete withdrawal. Financial aid awards that pay part or all of the student charges are prorated accordingly. Refunds for federal (Title IV) aid recipients will be prorated in accordance with federal regulations. No refunds are issued until all semester charges are paid in full. See the Student Financial Services web page for the Emory refund schedule.

## Student Loans

### **Campus- Based Loan Processing**

If you are awarded a campus-based (i.e., Perkins) or Emory Private loan by the Office of Financial Aid, all promissory notes and required documents will be provided to you by

Student Financial Services. The appropriate documents must be signed and returned to Student Financial Services before your loan proceeds can be credited to your account.

Upon leaving Emory or enrolling for less than six credit hours, you will be required to complete an exit interview for each loan you have borrowed. This can be accomplished via the web or in person with an account representative.

Your exit interview will mark the beginning of your status as a student in repayment. This usually begins with a grace period before payments are made. Student Financial Services will provide billing, collection, and deferment information regarding your repayment.

# Tax Issues

Student Financial Services will mail a 1098T form (tuition payments) and 1098E form (student loan interest) to all students who have paid tuition or student loan interest. The forms will be mailed by January 31 each year to the student's home address. In addition, a supplemental form will be provided with information about the tax credits and summary amounts from the student's account.

## **Tax Credits**

Several tax benefits are available to help families meet the cost of postsecondary education. These tax benefits are intended to help students and their parents fulfill a variety of educational objectives. Taxpayers can claim one or, in some cases, two tax credits for expenses they pay for postsecondary education for themselves and their dependent children. These tax credits can directly reduce the amount of federal income tax. The Hope Scholarship Credit is available on a per-student basis for the first two years of postsecondary education, while the Lifetime Learning Credit applies on a tax-return basis and covers a broader time frame and range of educational courses.

# Additional Services

In addition to overseeing Student Financial Services, the Office of the Bursar can help you with the following services.

## **Third Party Billing/ Payment**

If a third party (i.e., outside agency or corporation) will be paying all or part of your tuition and fees, and the third party requires a bill or invoice to be mailed directly from

Student Financial Services, a written authorization must be received from the third party twenty-one days prior to registration for each term. This authorization form can be requested from our office at any time.

Students will be given temporary credit on their account in the amount of the agreement. The student retains the responsibility for on-time payment of their account. If payment is not received in a timely fashion, the credit will be removed, and the student will be charged for the remaining balance.

## **Financial Holds**

The policy of Emory University is that a student is not allowed to register for a subsequent semester until all past due financial obligations are paid. When a student

account has an overdue balance an indicator is placed on the account. In addition to preventing future registration, this indicator may also deny access to University services. The University may not furnish transcripts or diplomas if a student is delinquent in paying student account or loan obligations.



### **Collection Activity**

An account (enrolled student or loan) deemed uncollectible by the University may be reported to a credit bureau and referred to a collection agency. Emory University makes every effort to advise students in advance of their account status so that outside collection activity is kept to a minimum.

### **Cashiering**

Cashier windows are located on the first floor of the Boisfeuillet Jones Building adjacent to Student Financial Services. Students can make payments on their student account, deposit money on their Emory Card Plus Account, and cash personal checks up to \$75 per day.

# EMORY



# Contact Information

## Emory University

### Student Financial Services

101 Boisfeuillet Jones Building  
Atlanta, Georgia 30322

Monday–Friday, 8:30 a.m.–4:30 p.m.

404.727.6095 (phone)

404727.4391 (fax)

bursar-bills@emory.edu

www.finance.emory.edu/sfs

## OPUS

www.opus.emory.edu

## Oxford Business Office

Monday–Friday, 9:00 a.m.–4:00 p.m.

100 Hamill Street

216 Seney Hall

Oxford, Georgia 30054

770.784.8325

## Express Mail

1380 South Oxford Drive

101 Boisfeuillet Jones Building

Atlanta, Georgia 30322-1630

# Other Important Information

<b>Office of Financial Aid</b>	404-727-6039
<b>Third Party Billing</b>	404-712-8726
<b>Office of the Registrar</b>	404-727-6042
<b>Residence Life</b>	404-727-7631
<b>Emory Card Office</b>	404-727-0224
<b>Student Health Services</b>	404-727-7551
<b>Undergraduate Admissions</b>	404-727-6036



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