

## Business Office FAQ

### Billing

#### **When are tuition and fees due?**

Bills are always due the first day of classes. However, a grace period is given until Friday the first week of classes.

#### **What if I don't receive a bill?**

You are still responsible for paying your bill even if you have not received a paper statement in the mail. You have access to your WolfWeb student account via the WOU portal, 24/7.

#### **What are my options for making my payment?**

You can pay online through your WolfWeb account by E-check (no fee), Visa, MasterCard, or Discover (2% fee). You can pay at the cashier's window with cash or check. You can also pay by mail. We do not accept payments over the phone.

Family and friends can make a payment by going to [www.wou.edu](http://www.wou.edu) Click on the 'Pay Bills' link on the bottom of the page. Enter in the student's last name and WOU ID number.

#### **Are there any other options for payment?**

If you choose to use the payment plan, 1/3 of your bill is due by Friday the first week of school. You will incur a \$12 revolving plan charge and 1% interest per month on your outstanding balance. The second 1/3 is due the 1<sup>st</sup> of the second month and the last 1/3 is due by the 1<sup>st</sup> of the third month of the term.

**Exception:** Summer term's first 1/3 is due at the start of the term and the remaining balance is due by August 1<sup>st</sup>.

If you cannot pay the first 1/3 of your bill by the first Friday of term you can process a deferment via WolfWeb to avoid a late fee. The link is at the bottom of your account summary page. There is a \$12 charge for this service. The deferment prevents you from incurring a late fee of \$100 if you process it by Friday the first week of each term.

#### **What happens when you do not make your payment/deferment?**

If you have not paid 1/3 or placed a deferment on your account by Friday of the first week of classes, you will be assessed a late fee of \$100.

#### **Why is my financial aid not on my bill?**

Bills are mailed out before financial aid is applied to student accounts. The financial aid office will send you an email when your financial aid is applied to your account. You will be able to see your aid reflected on your WolfWeb account after you receive the email.

#### **What are all the mandatory fees?**

Matriculation fee (first term), building fee, incidental fee, health service building fee, and rec center building fee.

### Revolving Contracts (OAR 580-040-0041)

#### **Do I need this form?**

Yes, all students are required by the University to have this contract on file with the Business Office. It is a binding financial contract between you and the school that states you will pay your bill. It needs to be filled out in full to be complete, no exceptions. Please return this contract to the business office in the Administration Building, Room 101.

### Financial Aid

#### **When is financial aid applied?**

Financial aid can be applied no sooner than 10 days before the start of the term. When your financial aid is applied to your student account you will receive an email and then be able to view your financial aid on your WolfWeb. If your financial aid is not on your account, it has not been disbursed. If your financial aid is greater than your account charges, a refund will be issued to you. *Federal financial aid may not pay all charges on your account so check your WolfWeb for any remaining balance due.*

You are still responsible for the amount due, even if financial aid is delayed. You may need to do a deferment until aid is applied to avoid \$100 late fee.

#### **Can I pick up my financial aid refund check?**

You cannot pick up your financial aid refund check in person. Refund checks are mailed to your billing address unless you are signed up for electronic disbursement, then funds go directly to your bank account. No Exceptions.

#### **When are refund checks mailed?**

Refund checks are mailed the Friday before school starts and each financial aid disbursement thereafter.

#### **When can I sign up for E-disbursement?**

You can sign up for E-disbursement as long as you are a registered student. Click on the link in your 'My Programs' channel on your main WOU portal page.

#### **I received an email stating that my E-disbursement was initiated, why aren't the funds in my bank account?**

Your bank can hold your funds up to 48 hours after WOU initiates your refund.