



STUDENT BILLING RESOURCES

Student Billing Resources (SS 1300) | 2420 Nicolet Drive | Green Bay, WI 54311-7001

Email: studentbilling@uwgb.edu | Website: uwgb.edu/bursar | Phone: (920) 465-2224

Office Lobby: M - F 7:45am - 4:30pm | Cashier's Window: M - F 7:45am - 4:15pm

FREQUENTLY ASKED QUESTIONS

When are Fall 2021 charges due?

- * Payment is due in full by the 10th day of classes, which is September 16, 2021 by 4:30pm Central Time.
- * All accounts not paid in full by the term due date will be assessed late fees of \$7.00 per credit, \$84.00 maximum.

Is there a Payment Plan?

- * All accounts not paid in full by the term due date are considered an extension of credit and will automatically be placed on the Payment Plan.
- * The payment plan is available for Fall and Spring only. The Payment Plan due date will be 30 calendar days after the term due date.
- * The remaining balance will be due October 18, 2021 by 4:30pm Central Time. All unpaid balances after this due date will be assessed the finance charge of 1% per month.

I'm trying to enroll and I have a hold on my account. What do I do?

- * The most common hold is the Payment Agreement hold. You will need to sign the payment agreement specific for the term you are enrolling in. Do this by going to the "To Do List" section on your SIS Student Center page. Click on "Fall Payment Agreement" and complete all 4 steps to remove the hold. You do not need to sign agreements for terms you are not enrolling in.
- * The hold may be for an Outstanding Balance, which can be taken care of once you pay off the remaining balance on your account.
- * For any other hold, you can give us a call or send us an email with your questions and we will help you figure it out.

I'm bringing a car to campus. Do I need a parking permit?

- * Our parking permits are virtual (no physical sticker). If any of your classes are in person, your account will be charged the \$100 for the Fall term. You have to Opt Out on your SIS account for Fall 2021 by September 11, 2021. This is located under the "Student Links" on the main page of your SIS account.

I just enrolled in Fall 2021. When will charges be posted to my account?

- * Charges will be posted to SIS in late July. We will send an email to your campus email once they are posted.

I can see my tuition charges, but not my housing/dining plan charges. When will they be available?

- * Housing and dining charges will be added to your account closer to the start of the Fall term, before financial aid applies.

How/where do I make payments?

- * For online payments (E-check and debit/credit cards), you will use the "Make Payment or Manage Refunds" link on your SIS account. This is located on the main page of your SIS account, to the left of your outstanding balance. When using a debit/credit card, there is a **2.75% convenience fee** for those payments.
- * Payment can also be made by cash or personal check. For cash and personal check, you can bring these to our Cashier's Window in the Student Billing Resources (located near GBOSS; see hours above) or leave it in our drop-box. Checks can also be mailed to the office at the address above.

I'm clicking the "Make Payment or Manage Refunds" link, but it's not working. Why?

- * Make sure the pop-up blockers are turned off on your web browser. If that doesn't do the trick, try a different web browser (Chrome, Firefox, etc.).

I'm expecting a refund. Can you direct deposit it?

- * Yes, we offer e-refunding. You can enroll in e-refunding in SIS using the "Make Payment or Manage Refunds" link on your SIS account. This is located on the main page of your SIS account, to the left of your outstanding balance.
- * If you don't enroll in e-refunding, a paper refund check will be mailed to your home address in SIS.

Where can I find more information?

- * More information is available on our pages in the GB Orientation booklet and on our webpage: www.uwgb.edu/bursar