IU Southeast
Office of the Bursar

Simplifying the billing and payment process
Overview of the Office of the Bursar

Key functions of the Office of the Bursar include:

- generating billing statements
- processing payments
- distributing refunds
- providing support to students and families through the billing and payment process

The Office of the Bursar is focused on providing the highest quality customer service.

We strive to provide the answers to your questions in a helpful and friendly manner.
Some general tips to help you have the best possible experience with the Office of the Bursar:

- Make sure to check your IU e-mail account often – this is our primary method of communication
- Decide early whether or not your parent/spouse will become 3rd Party User
- Carefully read your statement
- Visit the Office of the Bursar website to see current payment due dates, fees, and rates
This is an overview of the billing and payment process.

1. Fees are totaled
2. Credits are applied
3. Statement is generated

4a. Payment is sent by student
4b. Refund is sent to student
Fees to be paid by the student are sent by different university units to the Office of the Bursar. These fees include, but are not limited to, Housing fees, Parking, Tuition, and mandatory fees.
Overview of the Billing and Payment Process

Any applicable financial aid is applied to the student’s bursar account. This information is provided by the Financial Aid office and includes any scholarships, grants, and loans.
Each month, an electronic statement is generated. Students, and 3rd Party Users, will be sent an e-mail notification of a new statement indicating any unpaid balances, current fees, and either the amount owed or the amount to be refunded.

The statement is available on the IU Bursar Pay system through OneStart.
Overview of the Billing and Payment Process

New charges on a bill are due typically the following month. Past due balances are due immediately.

As the primary account holder, each bill is addressed to the student. The student is ultimately responsible for timely payment of the bill.

Payment can be made in the office with credit/debit card, check, cash or online with a credit/debit card or from a checking or savings account.
Overview of the Billing and Payment Process

1. Fees are totaled
2. Credits are applied
3. Statement is generated
4a. Payment is sent by student
4b. Refund is sent to student

If a refund is owed, it will be sent directly to the student.

**Important:**
Once a refund is distributed, the student is responsible for ensuring that those funds are available to pay future fees.
Important notes about registration, tuition, and fees

• After registering, an account statement will be generated and will show charges for tuition, mandatory fees, course-related fees, and any optional fees selected at registration.

• Check the bursar website for the most up-to-date payment due date information.
Important notes about bill payment options

There are many options when it comes to paying your bill:

- Online using OneStart at http://www.onestart.iu.edu
- Check or money order using the return address on the statement
- Cash or combination of cash/checks taken to Room 103 in University Center South

You can also opt for a personal deferment, which allows you to pay in installments for a personal deferment charge.

Some students are eligible for payment with 3rd Party Sponsors (employer, military, vocational rehabilitation).

Other students complete the FAFSA form and pay for all or a portion of their bill with financial aid.
Some specific tips to help you have the best possible experience with the Office of the Bursar:

- Consider setting up your parent/spouse as an 3rd Party User
- Check the IU Bursar Pay system every month – you may have an e-bill to pay
- Sign up for direct deposit for the fastest and most secure means of receiving student refunds
- Consider additional costs of living on campus when planning payments
- Avoid late payment fees by paying each bill on time
- Read IU e-mail: it is the primary communication conduit between the student and the university
- Review the refund periods before deciding to drop a class. Students may still owe for a part of the class that is dropped after the 100% refund period
Where do I find my IU Southeast e-bill?

- Online using OneStart at [http://www.onestart.iu.edu](http://www.onestart.iu.edu)

**STUDENTS:**
- Click View/Pay Bursar Bill link
  - Or log into OneStart and use Student Self-Service page
- Enter your IU Username and Passphrase & click the login button
- You can also see current balance and new transactions in IU Bursar Pay

**3rd Party User:**
- Click 3rd Party Access tab
- Enter your student’s University ID number and your user name and password and click Submit
Our top four tips:

1. Sign-up parents/spouse as a 3rd Party User to allow account and e-bill access
2. Pay your bills on time to avoid late fees & other penalties
3. Read all e-mails and other information from our office
4. Send inquiries to bursar@ius.edu
Questions?

You can contact us by:
E-mail: bursar@ius.edu
Phone: 812.941.2335
Fax: 812.941.2639
Mail:
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Office of the Bursar
University Center South, Room 103
4201 Grant Line Rd.
New Albany, IN 47150

Visit us online:
www.ius.edu/bursar

A copy of this presentation is available on our Bursar website.

Come in to see us

The office is open:
• Monday through Thursday: 8:00 AM to 6:00 PM
• Friday: 8:00 AM to 5:00 PM