

Paying Your Bill

What you need to know about the Bursar's Office



What is a Bursar?

The term “Bursar” stems from the Latin word bursarius meaning “purse-bearer”.

The Bursar’s office is responsible for:

- **Student Billing**
 - Electronic billing
 - View bill/account on Ulink or website 24/7
- **Payment Processing**
 - Cash, Check (personal or cashier’s) or money order accepted in office
 - E-check or credit/debit card accepted online only
- **Refund Processing**
- **Payment plans**



Manage Classes



Academic Records



Financial Aid



Financial Account



Tasks



No current tasks

Academic Progress



Profile



Graduation



Admissions

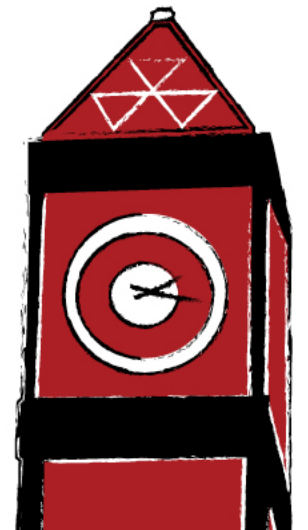


Resources

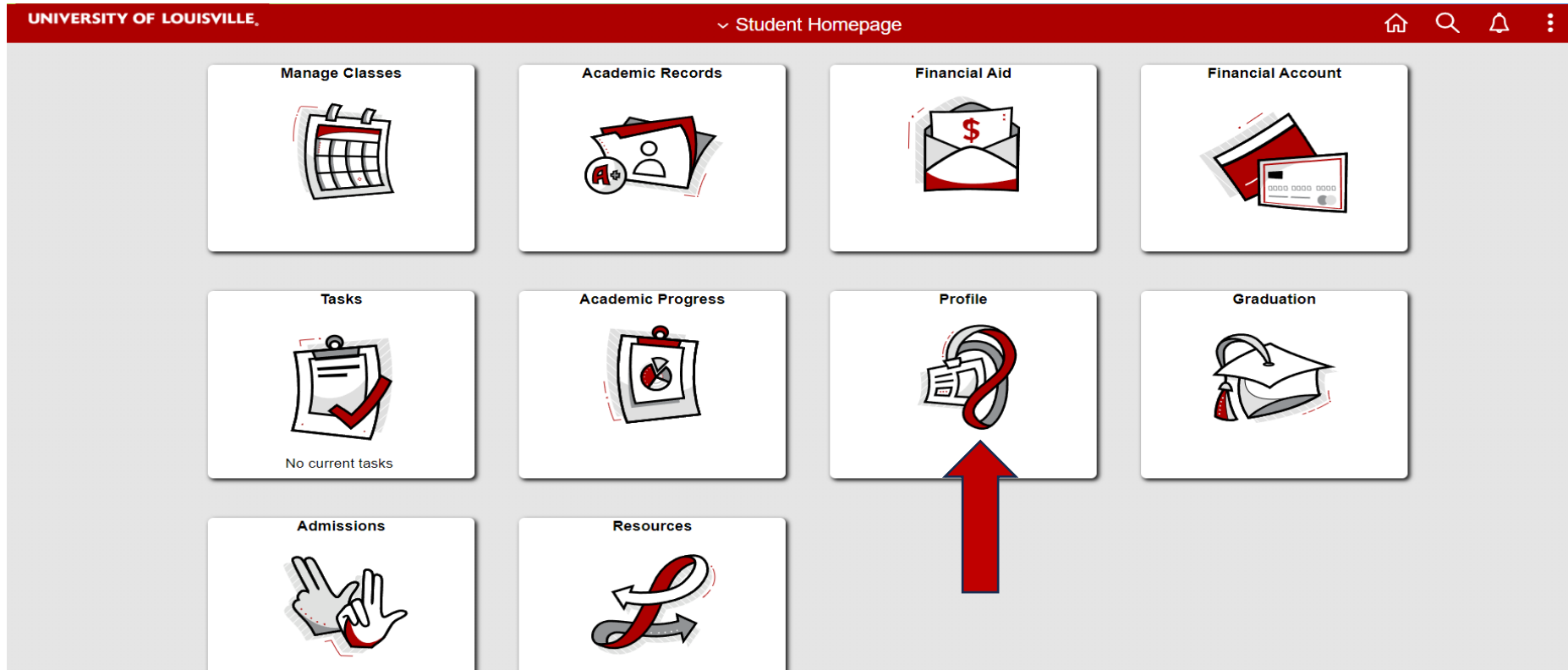


First Things First- Set Up Your PIN!!

- The Bursar's Office uses the PIN to be compliant with FERPA policies.
- Establishing a PIN allows the student to share the PIN with a parent or other individual, enabling them to have access to the student's account. It also allows our office to speak about the account over the phone.
- Please note the Bursar's office cannot, and therefore will not, release information to anyone without a PIN.
- You may set up your PIN via Ulink.



How do I set up the PIN?



How do I set up the PIN?

[← Student Homepage](#)

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Profile Information

Change Password

Personal Details

Contact Details

Addresses

Emergency Contacts

Ethnicity

PIN

Veteran's Education Benefits

Delegated Access

Personal Profile

Active students can update their biographic, demographic, and contact information, such as address and phone numbers. Preferred Name is the name that will be displayed on class rosters and grade rosters. Directory Name is used as the display name in all directories including all email address directories. You may change your first name and middle name only.

Please note that your legal name cannot be updated online. Complete the [Name Change Authorization form](#) for changes to your legal name.



How do I set up the PIN?

[← Student Homepage](#)

Personal Identification Number

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Delegated Access

Personal Identification Number

To change your Personal Identification Number (PIN), simply type in the box. Your PIN must be 6 characters.

For added security, the code will appear as dots. You may delete your PIN by removing all the dots from the box.

PIN

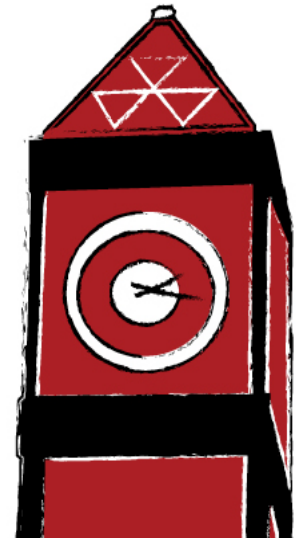
←

Save

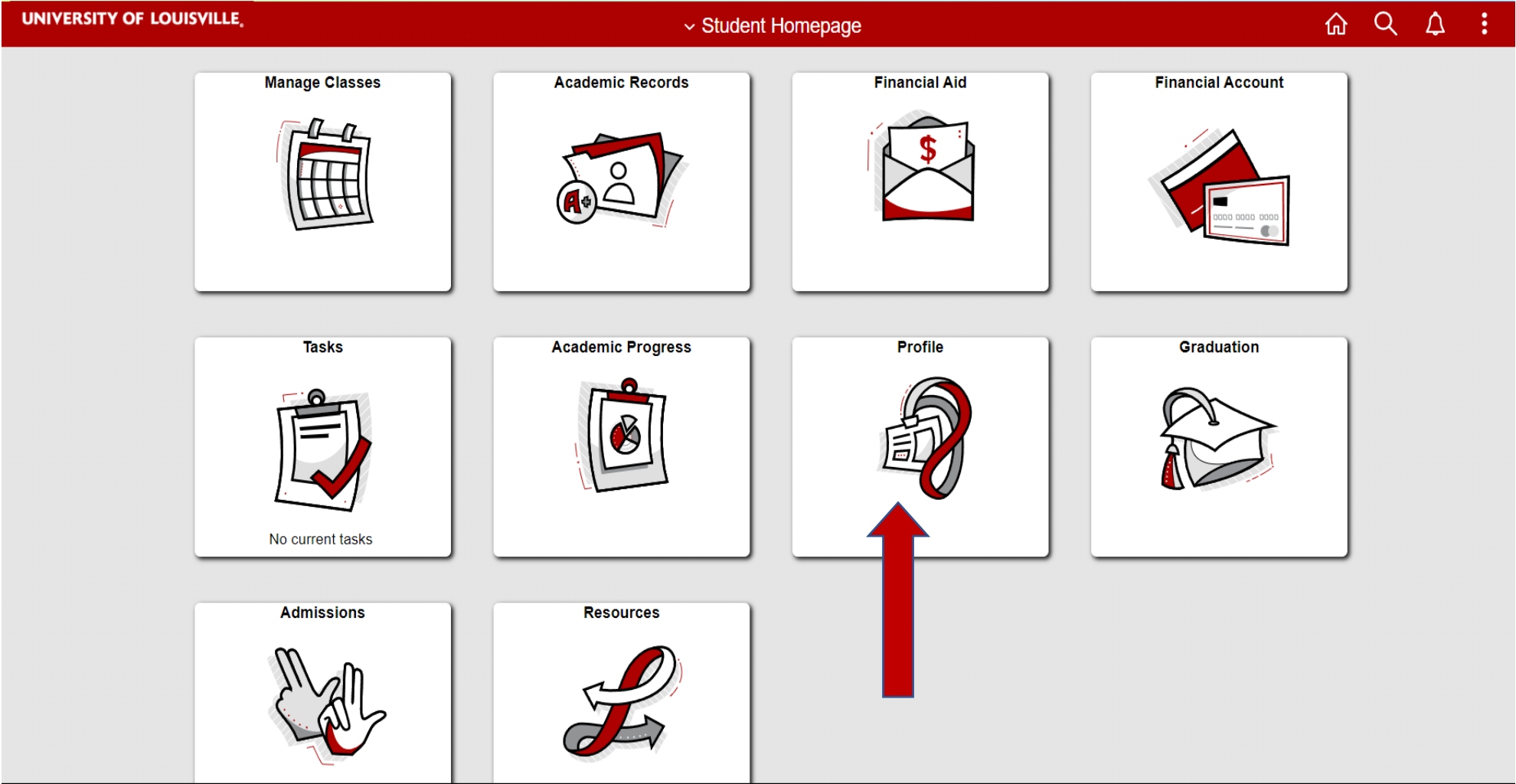


Set Up Delegated Access!

- We know that students often rely on the support and counsel of the people they trust to help navigate campus finances. We want to be able to talk with whoever you've chosen to represent you. At the same time, we're committed to honoring privacy rules, like FERPA.
- **Students, we need your permission to talk with *anyone* other than you about your University of Louisville account.** UofL makes it easy for you to grant and maintain this permission through delegated access.
- Add a delegate, or make changes, through Ulink.



Set Up Delegated Access!



Set Up Delegated Access!

← Student Homepage

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Set Up Delegated Access!

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Veteran's Education Benefits

Delegated Access

Your ID

Your User ID

Grant Additional Account Access

Authorized Users

Find | View All

First 1 of 1 Last

Use these +/- Buttons to Add and Delete Users

Information about the person to whom you are granting access

*First Name

*Last Name

*Their Email

Relationship

User ID

EATHOM05

Password

Confirm Pswd

Access granted to all checked items

Created On

Last Edit

Finances

☐ Account Balance

☐ View 1098-T

☐ Make a Payment

☐ Financial Aid Summary

☐ Primary Care Health Fee Waiver

☐ Charges Due

UofL adheres to the [Family Educational Rights and Privacy Act \(FERPA\)](#). Students may request a review of any information which is contained in their education records and may, using the appropriate procedures, challenge the content of these records.

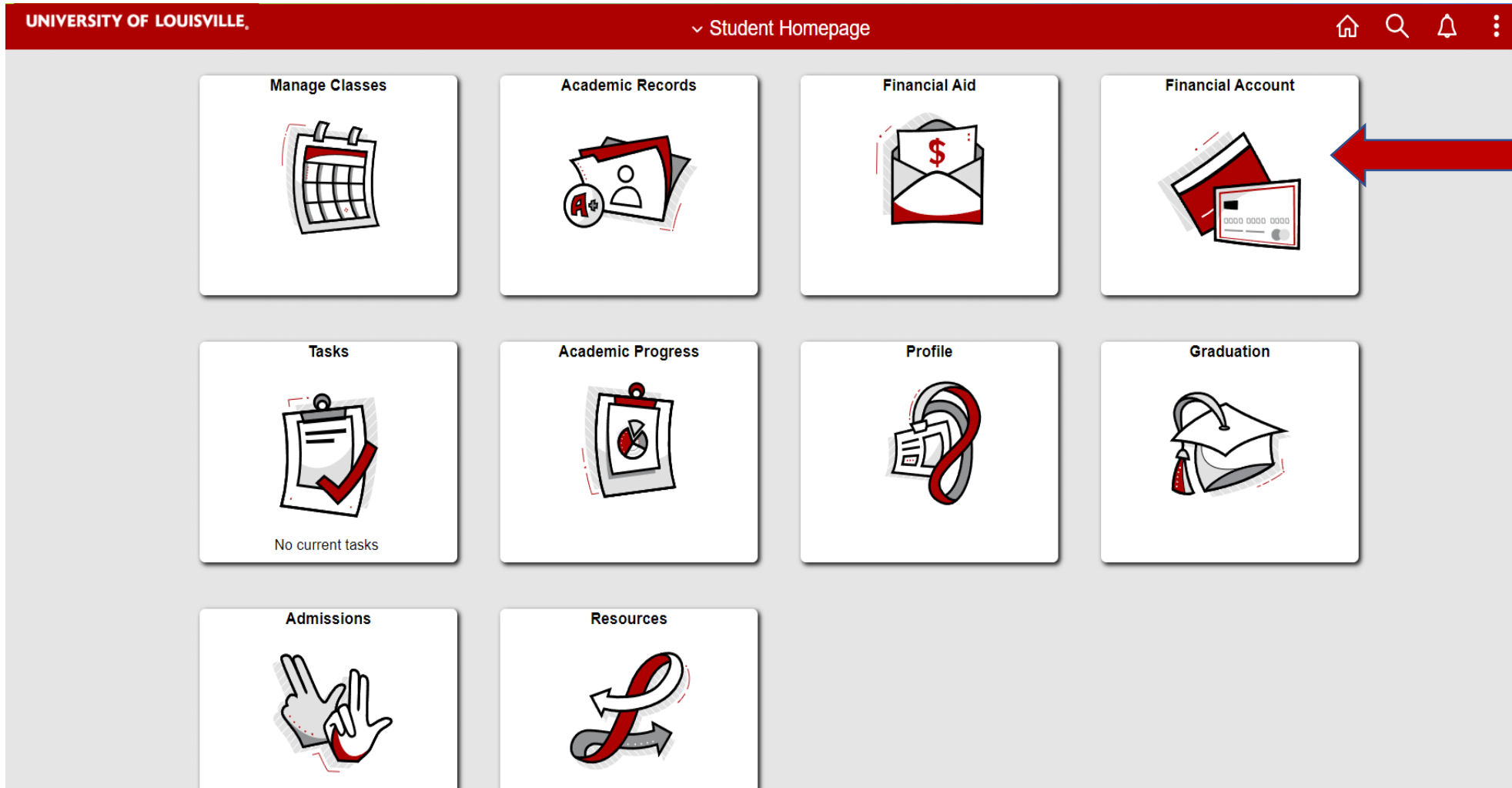
By clicking SAVE, you are granting permission to disclose the selected information to the person using the email address you have entered. You may change or remove that access at any time.

Email Notification Policy

- The official method of communication with the University of Louisville Bursar's Office is via the University issued email account. In order to stay informed and aware, students are required to set up and maintain their email accounts. You should check your email frequently.
- **No paper billing statements will be issued.**
- We recommend that you add the following email address to your "safe" list within your email system's spam filters:
bursar@louisville.edu
- If our office does need to mail a check, document, form or notice, we will use the **mailing address** from your ULink account.



Review Student Account



Review Student Account

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The Bursar's Office provides student account and billing information; receives payments for tuition, fees and miscellaneous campus charges; provides collection of delinquent accounts; delivers refunds and financial aid residuals after disbursement.

CONTACT US

OFFICE OF STUDENT FINANCIALS

University of Louisville

Houchens Building, Suite 101, 2211 S Brook St, Louisville, KY 40208

OFFICE HOURS

Cashiering

M-F 9 a.m. to 4:30 p.m.

Customer Service

M-F 9 a.m. to 5 p.m.

No holiday hours

PHONE

tel 502.852.6503

fax 502.852.7032

EMAIL



bursar@louisville.edu



Review Student Account

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Account Balance



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What I Owe

Term	Charges & Deposits	Pending Financial Aid	Total Due
Fall 2023	7,189.00	1,250.00	5,939.00
Spring 2024	0.00	1,250.00	0.00
Total	7,189.00	2,500.00	5,939.00

Currency used is US Dollar



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What I Owe

Summary By Due Date

Detail Of Charges Due

Due Date		Amount Due
08/25/2023		7,189.00
Total Amount Due		7,189.00

Pending Financial Aid

Award	Term	Business Unit	Amount
Trustees Acad Scholarship	Fall 2023	UL	1,250.00
Trustees Acad Scholarship	Spring 2024	UL	1,250.00

Currency used is US Dollar



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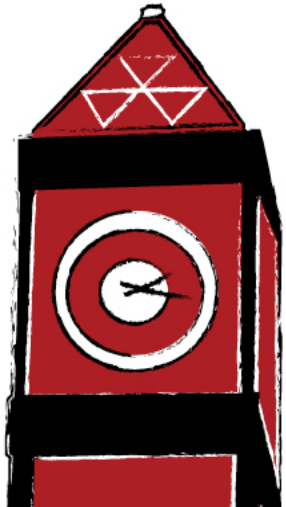
What I Owe

Summary By Due Date

Detail Of Charges Due

Due Date	Description	Term	Business Unit	Charge Date	Charge Amount	Amount Due
08/25/2023	Tuition-UG Reciprocity	Fall 2023	UL	07/05/2023	6,316.00	6,316.00
08/25/2023	Music Majors Fee	Fall 2023	UL	07/05/2023	175.00	175.00
08/25/2023	Music Fee - Applied Voice	Fall 2023	UL	07/05/2023	250.00	250.00
08/25/2023	Primary Care Health Fee	Fall 2023	UL	07/05/2023	150.00	148.00
08/25/2023	Meal Plan-Commuter Flex	Fall 2023	UL	07/11/2023	300.00	300.00
Total Charges Due						7,189.00

Currency used is US Dollar

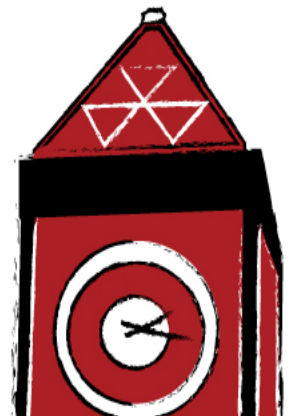


Making Payments

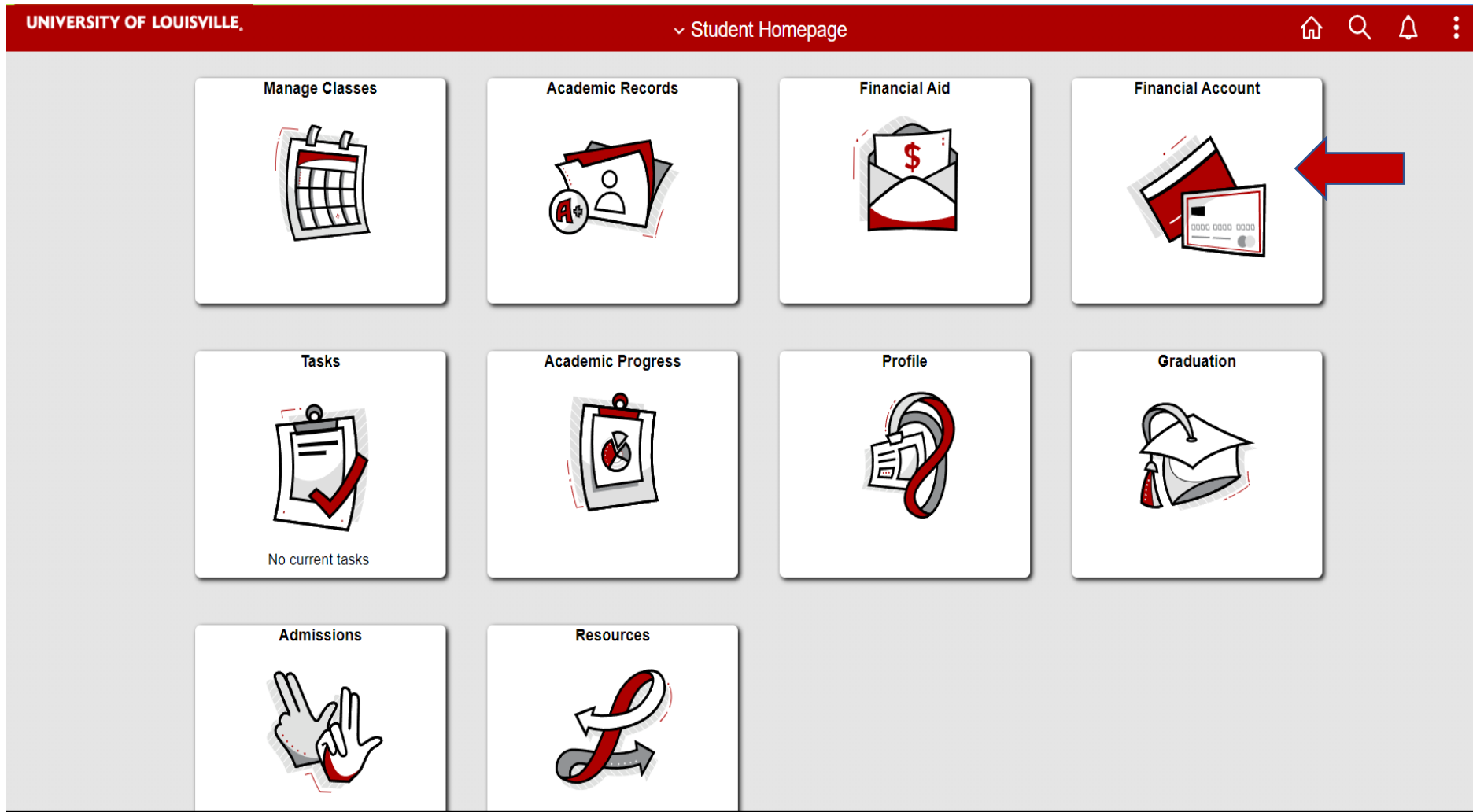
Payment Methods

- **ONLINE:** Go to Ulink>Student>Financial Account>Make A Payment (*TIP* Do NOT use the Safari browser and make sure your Pop-Up blockers are turned OFF) – You may pay either via Bank Account (*FREE!*) or pay by Credit/Debit card (**NOTE: ALL CARD PAYMENTS ARE ASSESSED A 2.75% SERVICE FEE**)
- **IN OFFICE:** Our office is open Monday-Friday from 9:00am to 4:30 pm for payments. You may pay with Cash, Check, or Certified Funds (money orders, certified checks, etc.) Our office is unable to process credit/debit card in person. *Please note the Bursar's office cannot assist students with the online credit card payment process due to Payment Card Industry-Data Security Standards regulations.*
- **WIRE TRANSFER:** Use the Bursar's website to acquire wire transfer instructions. <https://louisville.edu/bursar/payment/wire>
- **Mail:** You may send a check or certified funds in the mail. **Be sure to include your student ID number in the memo line!** Our mailing address is:

Bursar Office
University of Louisville
Louisville, KY 40292








Making Payments



Making Payments

◀ Student Homepage

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Making Payments

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Personal Check or Money Order

Make payable to "UofL" or "University of Louisville".
Please put your Student ID number on the front of the check.
No fee when paying with electronic check
2.75% non-refundable transaction fee when paying with credit/debit card
We accept Discover, Master Card, and Visa
Payments sent by mail may take several days to be processed.

Mail to:
Bursar's Office
University of Louisville
Louisville, KY 40292

Enter the Amount you wish to pay (ex 1400):

Make Payment

Currency used is US Dollar



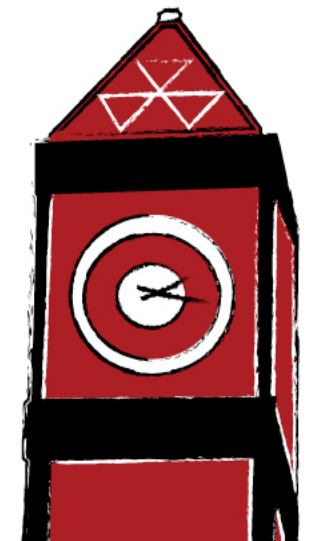
Making Payments

Fall 2023 Tuition Due Date	Spring 2024 Tuition Due Date
August 25, 2023	January 12, 2024

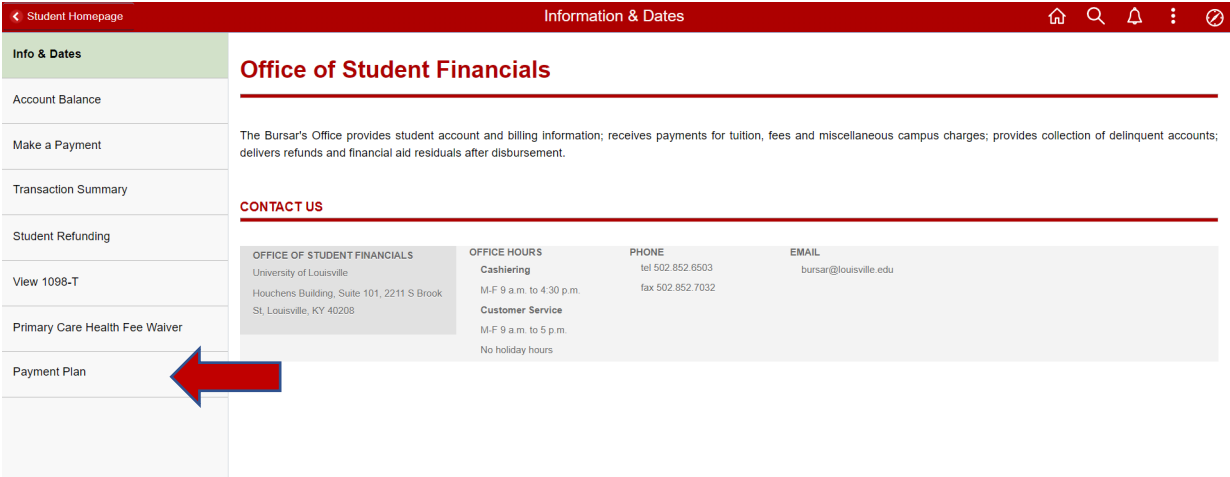
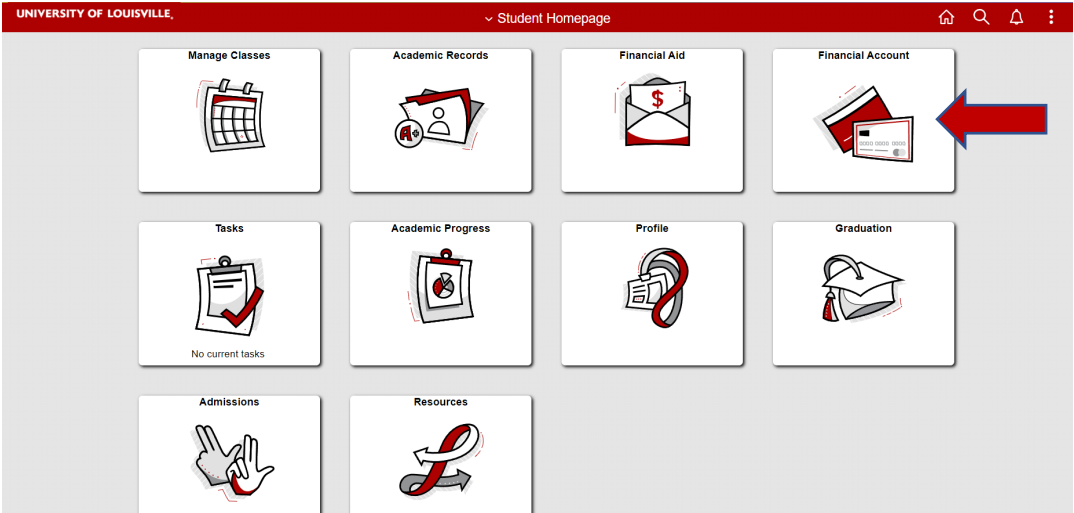


Payment Plans

- The University of Louisville offers interest-free monthly payment plan options for the current semester in which the student is enrolled for a nominal application fee.
- We partner with Nelnet for our payment plans, and you are able to conveniently set it up through Ulink. You may choose from a 5-month plan (July-Nov) or a 4-month plan (Aug – Nov).



Payment Plans



<u>PAYMENT METHODS</u>	<u>COST TO PARTICIPATE</u>
Automatic Bank Payments (ACH) Credit Card/ Debit Card	<ul style="list-style-type: none">• \$30 nonrefundable enrollment fee• \$30 returned payment fee, should a payment be returned by your financial institution



Payment Plans

FALL 2023

Payment plan available on July 12, 2023.

NOTE: *All down payments and enrollment fees are processed immediately.*

Last Day to Enroll	Required Down Payment	Number of Payments	Months of Payments	Enrollment Fee
July 31, 2023	20%	4	Aug - Nov	\$30
Aug 25, 2023	25%	3	Sept - Nov	\$30



Refunds

What is a Refund?

- As Financial Aid is credited to your account, it is applied to all the charges that exist on the account. If a credit balance remains after all charges are paid, you will be refunded the amount of the credit.

What is the difference between Disbursement and Refund?

- Disbursement is the process in which your aid is released to the school to pay toward your tuition and fees.
- A refund is the process in which any remaining funds not used for your tuition and fees are paid to you.
- Refunds will be released to the refund method that you have selected through Nelnet (Direct Deposit or Reloadable Debit Card).



Refunds

Who is Nelnet?

- Nelnet Financial Solutions is the company we partner with to provide the students their refunds.
- Nelnet offers two options for students to receive their refunds
 - Direct Deposit
 - Reloadable Debit Card



Refunds

How do I set up my Refund Preference?

UNIVERSITY OF LOUISVILLE

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fax 502.852.7032

EMAIL

bursar@louisville.edu



Refunds

Nelnet Student Choice Refunds

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Select Refund Method

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Select Refund Method

Students receive billing notices by email at their University email account. Now parents or other Authorized Payers can also receive the billing notice. Students can allow for authorized individuals (such as parents, spouses or others) to receive an electronic billing notice at the same time that the student receives their billing notification. By clicking on the "Authorized Payer link", students can allow access to be set up to receive these billing notification..

If you want to setup your refund method, select the link below. **Note: Please insure pop-up blocker is off as the link will transfer to Nelnet in a new browser window.**

Select Refund Method

Click "Select Refund Method" to define your refund method.



Refunds



Create Account

Contact Info

Welcome. Please take a few moments to review and complete your contact information.

Name

Prefix	<input type="text" value="-- None --"/>
First Name*	<input type="text" value=""/>
Middle Name	<input type="text" value=""/>
Last Name*	<input type="text" value=""/>
Suffix	<input type="text" value="-- None --"/>

Address

Country*	<input type="text" value="United States"/>
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Refunds

Nelnet Student Choice Refunds

Manage Refunds

TestAccount1@factsmgt.com

Select your contact preference

I certify that I am the subscriber to the provided cellular or other wireless number. To stay informed and receive the best service, I authorize Nelnet and its representatives and agents to contact me regarding my account at any current and future numbers that I provide for my cellular telephone or other wireless device using automatic dialing systems, artificial or prerecorded messages, and/or SMS text messages. I understand that standard message and data rates may be charged by my service provider(s).

☒ Yes, I agree to such contact related to my account.

Ok



Refunds

Nelnet Student Choice Refunds

Hello Louie



Payment Activity

[View Details](#)

Louie Cardinal ID: 5515555

Current Balance

\$2,680.00 [Transaction Details](#)

[Make A Payment](#)

SUMMER 2022

Payment Plan (111 ### 222) [Actions](#)

Plan owned by Louie Cardinal

AMOUNT DUE

\$2,680.00



Refunds

Louie Cardinal ID: 5515555

[Manage Refunds](#)



Louie Cardinal



l0card05@louisville.edu



PNC - 5555



Want to allow a friend or family member to pay toward your balance?

[Add an Authorized Party.](#)



Contact Us

Office of the Bursar

Houchens Building

Room 101

Customer Service Lobby Hours Monday-Friday

9:00am– 5:00pm

**Cashier Office Payment Hours and Customer
Service Phone Hours Monday – Friday**

9:00am – 4:30pm

Contact Information

Telephone

502-852-6503

Email

bursar@louisville.edu

