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**
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?

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?

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!

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.
Set Up Delegated Access!

Authorized Users

Your ID: [ ]
Your User ID: [ ]

Grant Additional Account Access

Authorized Users

Use these +/- Buttons to Add and Delete Users

[ ] [ ]

Information about the person to whom you are granting access

First Name: [ ]
Last Name: [ ]
Their Email: [ ]
User ID: [ ]
Password: [ ]
Confirm Password: [ ]

Access granted to all checked items

[ ] Account Balance
[ ] View 1098-T
[ ] Make a Payment
[ ] Financial Aid Summary

Created On

Last Edit

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 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

- Manage Classes
- Academic Records
- Financial Aid
- Financial Account
- Tasks
- Academic Progress
- Profile
- Graduation
- Admissions
- Resources
Review Student Account

Office of Student Financials

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
Cashing
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 502.852.6693
tax 502.852.7032

EMAIL
bursar@louisville.edu
# Review Student Account

## Account Balance

<table>
<thead>
<tr>
<th>Term</th>
<th>Charges &amp; Deposits</th>
<th>Pending Financial Aid</th>
<th>Total Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall 2023</td>
<td>7,189.00</td>
<td>1,250.00</td>
<td>5,939.00</td>
</tr>
<tr>
<td>Spring 2024</td>
<td>0.00</td>
<td>1,250.00</td>
<td>0.00</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>7,189.00</strong></td>
<td><strong>2,500.00</strong></td>
<td><strong>5,939.00</strong></td>
</tr>
</tbody>
</table>

Currency used is US Dollar
Review Student Account

**Office of Student Financials**

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**

<table>
<thead>
<tr>
<th>OFFICE OF STUDENT FINANCIALS</th>
<th>OFFICE HOURS</th>
<th>PHONE</th>
<th>EMAIL</th>
</tr>
</thead>
<tbody>
<tr>
<td>University of Louisville</td>
<td>Cashiering</td>
<td>t 502.852.6503</td>
<td><a href="mailto:bursar@louisville.edu">bursar@louisville.edu</a></td>
</tr>
<tr>
<td>Houchens Building, Suite 101, 2211 S Brook St, Louisville, KY 40208</td>
<td>M-F 9 a.m. to 4:30 p.m.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Customer Service</td>
<td>502.852.7032</td>
<td></td>
</tr>
<tr>
<td></td>
<td>M-F 9 a.m. to 5 p.m.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>No holiday hours</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Review Student Account

#### Charges Due

**What I Owe**

<table>
<thead>
<tr>
<th>Due Date</th>
<th>Amount Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>08/25/2023</td>
<td>7,189.00</td>
</tr>
</tbody>
</table>

**Total Amount Due**

|                  | 7,189.00   |

**Pending Financial Aid**

<table>
<thead>
<tr>
<th>Award</th>
<th>Term</th>
<th>Business Unit</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trustees Acad Scholarship</td>
<td>Fall 2023</td>
<td>UL</td>
<td>1,250.00</td>
</tr>
<tr>
<td>Trustees Acad Scholarship</td>
<td>Spring 2024</td>
<td>UL</td>
<td>1,250.00</td>
</tr>
</tbody>
</table>

*Currency used is US Dollar*
Review Student Account

<table>
<thead>
<tr>
<th>Due Date</th>
<th>Description</th>
<th>Term</th>
<th>Business Unit</th>
<th>Charge Date</th>
<th>Charge Amount</th>
<th>Amount Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>08/25/2023</td>
<td>Tuition-UG Reciprocity</td>
<td>Fall</td>
<td>UL</td>
<td>07/05/2023</td>
<td>6,316.00</td>
<td>6,316.00</td>
</tr>
<tr>
<td>08/25/2023</td>
<td>Music Majors Fee</td>
<td>Fall</td>
<td>UL</td>
<td>07/05/2023</td>
<td>175.00</td>
<td>175.00</td>
</tr>
<tr>
<td>08/25/2023</td>
<td>Music Fee - Applied Voice</td>
<td>Fall</td>
<td>UL</td>
<td>07/05/2023</td>
<td>250.00</td>
<td>250.00</td>
</tr>
<tr>
<td>08/25/2023</td>
<td>Primary Care Health Fee</td>
<td>Fall</td>
<td>UL</td>
<td>07/05/2023</td>
<td>150.00</td>
<td>148.00</td>
</tr>
<tr>
<td>08/25/2023</td>
<td>Meal Plan-Commuter Flex</td>
<td>Fall</td>
<td>UL</td>
<td>07/11/2023</td>
<td>300.00</td>
<td>300.00</td>
</tr>
</tbody>
</table>

**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](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

Office of Student Financials

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 502.852.4683
fax 502.852.7032

EMAIL
bursar@louisville.edu
# Making Payments

## What I Owe

<table>
<thead>
<tr>
<th>Term</th>
<th>Charges &amp; Deposits</th>
<th>Pending Financial Aid</th>
<th>Total Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall 2023</td>
<td>7,189.00</td>
<td>1,250.00</td>
<td>5,939.00</td>
</tr>
<tr>
<td>Spring 2024</td>
<td>0.00</td>
<td>1,250.00</td>
<td>0.00</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>7,189.00</td>
<td>2,500.00</td>
<td>5,939.00</td>
</tr>
</tbody>
</table>

## Personal Check or Money Order

Make payable to "Unlv," 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

<table>
<thead>
<tr>
<th>Fall 2023</th>
<th>Spring 2024</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuition Due Date</td>
<td>Tuition Due Date</td>
</tr>
<tr>
<td>August 25, 2023</td>
<td>January 12, 2024</td>
</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th>PAYMENT METHODS</th>
<th>COST TO PARTICIPATE</th>
</tr>
</thead>
</table>
| Automatic Bank Payments (ACH) | • $30 nonrefundable enrollment fee  
  | Credit Card/ Debit Card                                              | • $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.

<table>
<thead>
<tr>
<th>Last Day to Enroll</th>
<th>Required Down Payment</th>
<th>Number of Payments</th>
<th>Months of Payments</th>
<th>Enrollment Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>July 31, 2023</td>
<td>20%</td>
<td>4</td>
<td>Aug - Nov</td>
<td>$30</td>
</tr>
<tr>
<td>Aug 25, 2023</td>
<td>25%</td>
<td>3</td>
<td>Sept - Nov</td>
<td>$30</td>
</tr>
</tbody>
</table>
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?
Refunds

Nelnet Student Choice Refunds

Select Refund Method

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.

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
-- None --

First Name*

Middle Name

Last Name*

Suffix
-- None --

Address

Country*
United States
Refunds

Nelnet Student Choice Refunds
Refunds

Nelnet Student Choice Refunds

Hello Louie

Payment Activity
Louie Cardinal ID: 5515555

Current Balance
$2,680.00

Transaction Details

Make A Payment

SUMMER 2022
Payment Plan (111 *** 222)
Plan owned by Louie Cardinal

Refunds
Louie Cardinal ID: 5515555

Manage Refunds

Louie Cardinal

10card05@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