Paying Your Bill

What you need to know about the Bursar’s Office
The Bursars Office

The Bursar’s office is responsible for:

• **Student Billing**
  • Electronic billing
  • Viewing the bill on ULINK

• **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 privacy and security policies.
- Please note the Bursar’s office cannot, and will not, release information to anyone without a PIN.
- When a student establishes a PIN, the student can share the PIN with a parent or any 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.
- 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?

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

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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

Grant Additional Account Access

Use these +/- Buttons to Add and Delete Users

Information about the person to whom you are granting access

*First Name: [Name]
*Last Name: [Name]
*Their Email: [Email]
Relationship: [Relationship]
Password: [Password]

Access granted to all checked items

- Account Balance
- View 1099-T
- Make a Payment
- Financial Aid Summary

UdL 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. One may find their tuition statement in the ULINK account under Financial Account

• 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

Office of Student Financials

The Student Financials 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
Herndon Building, Suite 101, 221 S. Brook St., Louisville, KY 40292

OFFICE HOURS
Monday - Friday: 8:30 a.m. to 5:30 p.m.

PHONE
Tel: 859-255-7912
Fax: 859-255-7000

EMAIL
uoffice@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 2024</td>
<td>7,700.00</td>
<td>0.00</td>
<td>7,700.00</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>7,700.00</td>
<td>0.00</td>
<td>7,700.00</td>
</tr>
</tbody>
</table>

Currency used: US Dollar
Review Student Account

Office of Student Financials

- Reviews 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 disbursement.

CONTACT US

OFFICE HOURS
Monday - Friday, 8 a.m. to 4:30 p.m.

PHONE
502.852.4850
502.852.7022

EMAIL
bursar@ul.edu

ADDRESS
OFFICE OF STUDENT FINANCIALS
University of Louisville
Parnell Building, Main W1, 1211 S. Floyd St.
Louisville, KY 40292

Primary Care

Tax Form 1098-T
Review Student Account

Summary of Account Bursar Office (bursar@louisville.edu)

Important News:
- Fall 24 Charges will begin to show in ULink on July 1st, 2024.
- Summer 24 Charges will begin to show in ULink on April 8th, 2024.
- Spring 24 charges will begin to show in ULink on November 20, 2023.
Review Student Account

Transaction Summary

Account Details

<table>
<thead>
<tr>
<th>Description</th>
<th>Term</th>
<th>Date Posted</th>
<th>Effective Date</th>
<th>Date Due</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Fall 2024</td>
<td>07/09/2024</td>
<td>07/09/2024</td>
<td>08/23/2024</td>
<td>7700.00</td>
</tr>
</tbody>
</table>

ID
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
  2211 S Brook Street 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 502.852.4500
Fax 502.852.7032

EMAIL
bursar@louisville.edu
Making Payments

<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>Total</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 "Univ. of Louisiana". 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):

Currency used is US Dollar
# Making Payments

<table>
<thead>
<tr>
<th>Fall 2024</th>
<th>Spring 2025</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuition</td>
<td>Tuition</td>
</tr>
<tr>
<td>Due Date</td>
<td>Due Date</td>
</tr>
<tr>
<td>August 23, 2024</td>
<td>January 14, 2025</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Payment Plans

• The University of Louisville offers interest-free monthly payment plan options for the current semester. When students there is an enrollment 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

#### PAYMENT METHODS
- Automatic Bank Payments (ACH)
- Credit Card/ Debit Card

#### COST TO PARTICIPATE
- $30 nonrefundable enrollment fee
- $30 returned payment fee, should a payment be returned by your financial institution
# Payment Plans

## FALL 2024
Payment plan available on July 12, 2024.

**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>Aug, 1, 2024</td>
<td>20%</td>
<td>4</td>
<td>Aug - Nov</td>
<td>$30</td>
</tr>
<tr>
<td>Aug, 29, 2024</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 and fees that exist on the account. If a credit balance remains after all charges and fees 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 you 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 Mailable Paper Check).
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
  - Mailable Paper Checks
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**

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prefix</td>
<td>-- None --</td>
</tr>
<tr>
<td>First Name</td>
<td></td>
</tr>
<tr>
<td>Middle Name</td>
<td></td>
</tr>
<tr>
<td>Last Name</td>
<td></td>
</tr>
<tr>
<td>Suffix</td>
<td>-- None --</td>
</tr>
</tbody>
</table>

**Address**

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Country</td>
<td>United States</td>
</tr>
</tbody>
</table>
Refunds

Nelnet Student Choice Refunds

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
Louie Cardinal ID: 5515555
Current Balance
$2,680.00

Make A Payment

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

AMOUNT DUE
$2,680.00

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