

Paying Your Bill

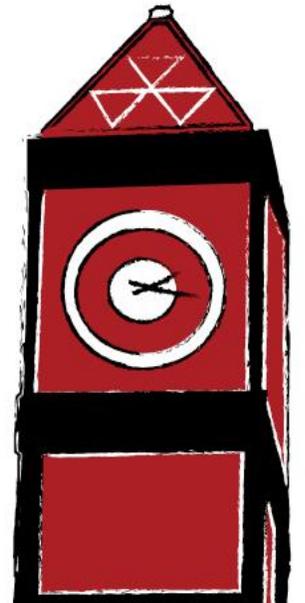
What you need to know about the Bursar's Office



The Bursars Office

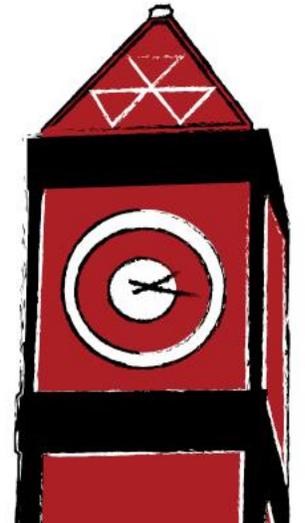
The Bursar's office is responsible for:

- **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?

UNIVERSITY OF LOUISVILLE

Student Homepage

Manage Classes

Academic Records

Financial Aid

Financial Account

Tasks

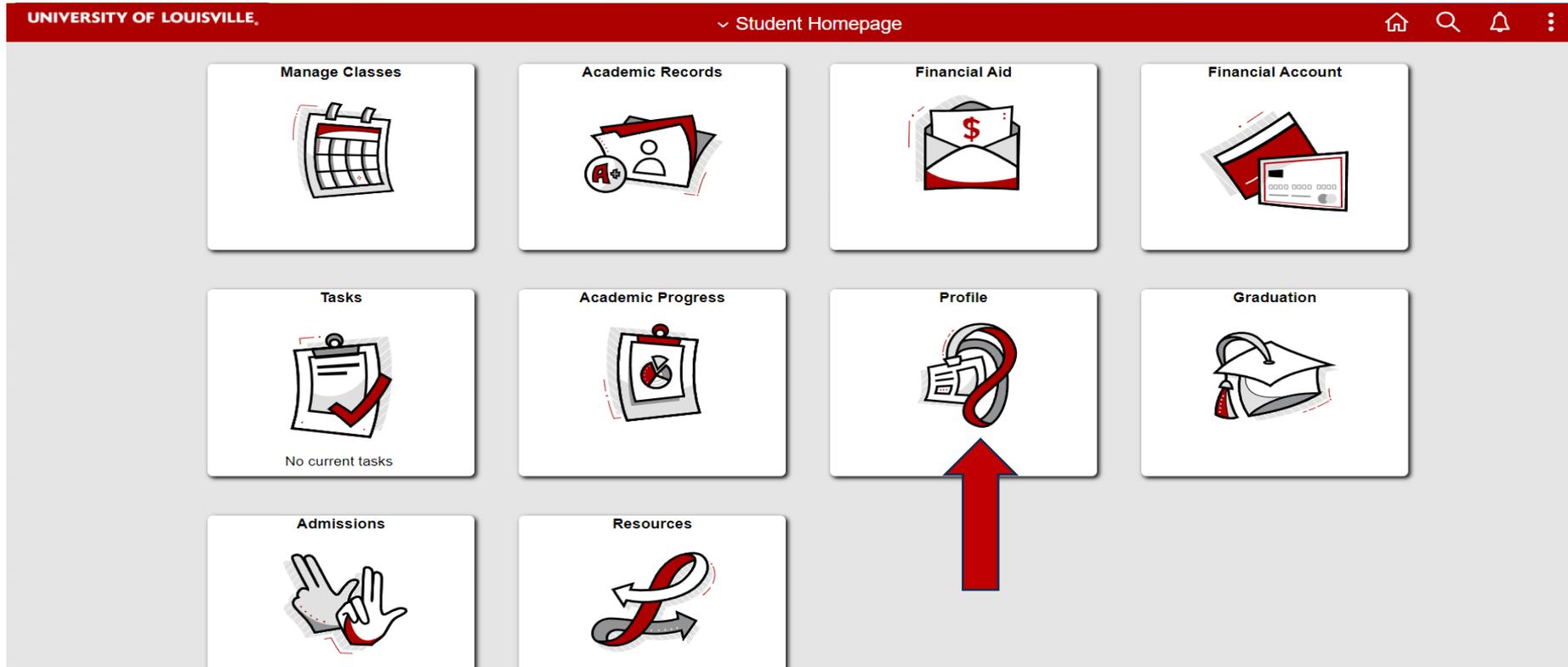
Academic Progress

Profile

Graduation

Admissions

Resources

A screenshot of the University of Louisville Student Homepage. The page has a red header with the university name on the left and navigation icons (home, search, notifications, menu) on the right. Below the header is a grid of ten white tiles, each with a title and an icon. The tiles are: 'Manage Classes' (calendar icon), 'Academic Records' (person with 'A+' icon), 'Financial Aid' (envelope with '\$' icon), 'Financial Account' (wallet and card icon), 'Tasks' (clipboard with checkmark icon, with text 'No current tasks' below), 'Academic Progress' (chart icon), 'Profile' (ID card with red ribbon icon), 'Graduation' (mortarboard icon), 'Admissions' (hand pointing icon), and 'Resources' (red ribbon icon). A large red arrow points upwards from the bottom center of the grid to the 'Profile' tile.

How do I set up the PIN?

← Student Homepage Important Information Home Search Notifications Menu

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

Profile Information

Personal Details

Contact Details

Addresses

Emergency Contacts

Ethnicity

PIN

Veteran's Education Benefits

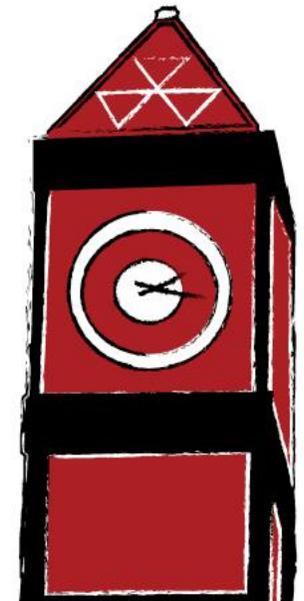
Delegated Access

Personal Identification Number

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

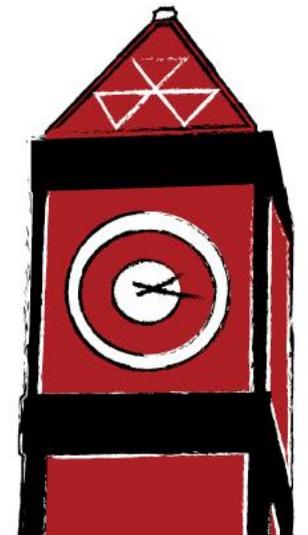
For added security, the code will appear as dots. You may delete your PIN by removing all the dots from the box.

PIN ←



Set Up Delegated Access!

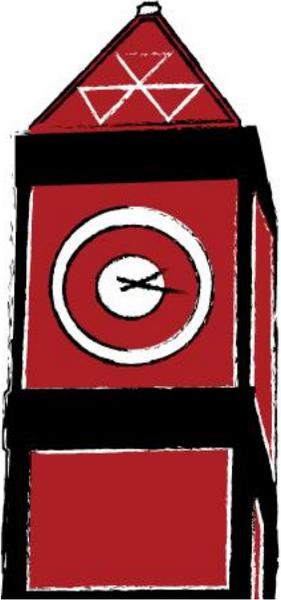
- We know that students often rely on the support and counsel of the people they trust to help navigate campus finances. We want to be able to talk with whoever you've chosen to represent you. At the same time, we're committed to honoring privacy rules, like FERPA.
- **Students, we need your permission 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!

UNIVERSITY OF LOUISVILLE Student Homepage Home Search Notifications More

Manage Classes 	Academic Records 	Financial Aid 	Financial Account 
Tasks  No current tasks	Academic Progress 	Profile 	Graduation 
Admissions 	Resources 		



Set Up Delegated Access!

← Student Homepage Important Information Home Search Notifications Settings

Profile Information

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Set Up Delegated Access!

Student Homepage Authorized Users

Profile Information
Change Password
Personal Details
Contact Details
Addresses
Emergency Contacts
Ethnicity
PIN
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 [] User ID []
Relationship [] 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

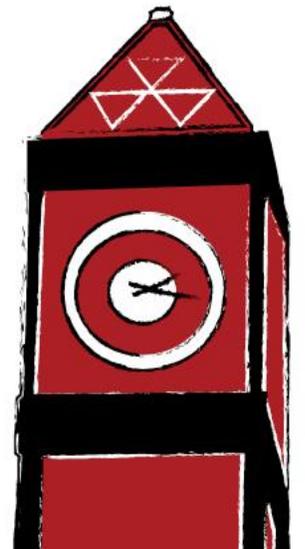
UofL adheres to the [Family Educational Rights and Privacy Act \(FERPA\)](#). Students may request a review of any information which is contained in their education records and may, using the appropriate procedures, challenge the content of these records.

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. 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

UNIVERSITY OF LOUISVILLE

Student Homepage

Home Search Notifications

Manage Classes



Academic Records



Financial Aid



Financial Account



Tasks



No current tasks

Academic Progress



Profile



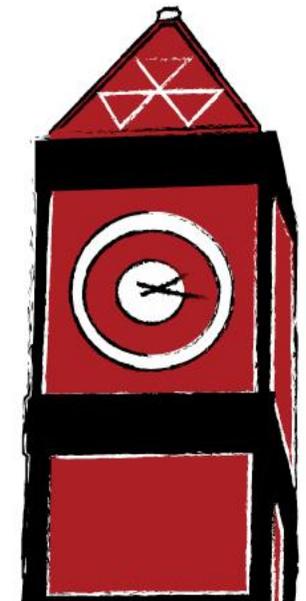
Graduation



Admissions



Resources



Review Student Account

← Student Homepage | ⌚ ❤️ | 🔍 Search in Menu | 🏠 🔔 ⋮ 🗑️

Information & Dates

Info & Dates

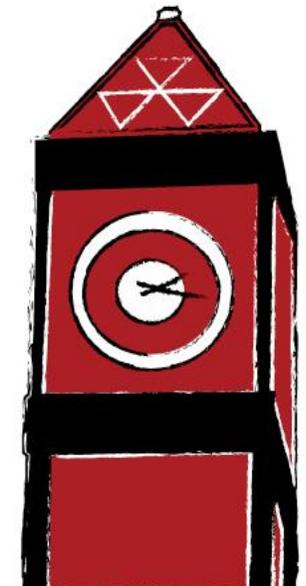
- Account Balance
- Transaction Summary
- Make a Payment
- International Payments
- Payment Plans
- Student Refunds
- Tax Form 1098-T
- Primary Care Health Fee Waiver

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	OFFICE HOURS	PHONE	EMAIL
University of Louisville Houchens Building, Suite 101, 2211 S Brook St, Louisville, KY 40208	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	tel 502.852.6503 fax 502.852.7032	bursar@louisville.edu



Review Student Account

Student Homepage | Search in Menu

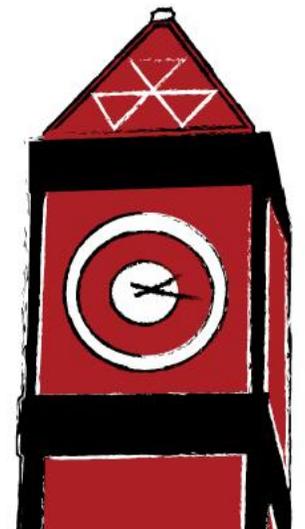
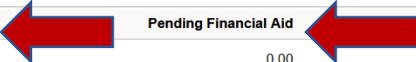
Account Balance

- Info & Dates
- Account Balance**
- Transaction Summary
- Make a Payment
- International Payments
- Payment Plans
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- Tax Form 1098-T
- Primary Care Health Fee Waiver

What I Owe

Term	Charges & Deposits	Pending Financial Aid	Total Due
Fall 2024	7,700.00	0.00	7,700.00
Total	7,700.00	0.00	7,700.00

Currency used is US Dollar



Review Student Account

Student Homepage | Search in Menu

Information & Dates

- Info & Dates
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Review Student Account

Student Homepage | Search in Menu | Home | Help | Personalize Page

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

Info & Dates | Account Balance | **Transaction Summary** | Make a Payment | International Payments | Payment Plans | Student Refunds | Tax Form 1098-T | Primary Care Health Fee Waiver

Transaction Summary

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

Name	ID
Start Date <input type="text"/>	End Date <input type="text"/> Details

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.

Notify



Review Student Account

TRANSACTION SUMMARY (7/1/2024 - 7/17/2024)

- Info & Dates
- Account Balance
- Transaction Summary**
- Make a Payment
- International Payments
- Payment Plans
- Student Refunds
- Tax Form 1098-T
- Primary Care Health Fee Waiver

Transaction Summary

ID

TRANSACTION SUMMARY (7/1/2024 - 7/17/2024)

Account Details | Find | View All | First | 1 of 1 | Last

Description	Term	Date Posted	Effective Date	Date Due	Amount
	Fall 2024	07/09/2024	07/09/2024	08/23/2024	7700.00

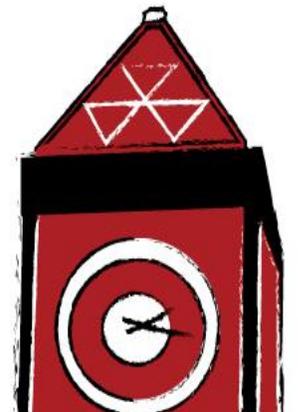


Making Payments

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



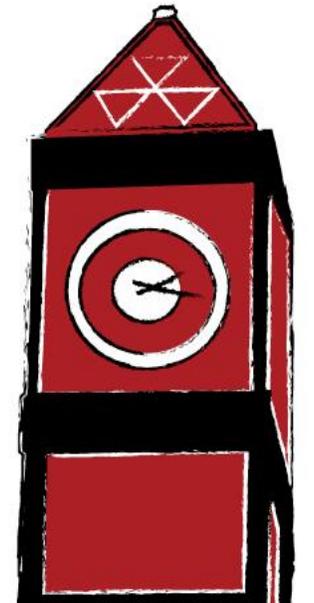
Making Payments

UNIVERSITY OF LOUISVILLE

Student Homepage

Home Search Notifications

Manage Classes 	Academic Records 	Financial Aid 	Financial Account  ←
Tasks  No current tasks	Academic Progress 	Profile 	Graduation 
Admissions 	Resources 		



Making Payments

◀ Student Homepage Information & Dates     

Info & Dates

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Making Payments

[← Student Homepage](#) Make A Payment [🏠](#) [☰](#)

- Info & Dates
- Account Balance
- Charges Due
- Make a Payment**
- Transaction Summary
- Student Refunding
- View 1098-T
- Primary Care Health Fee Waiver
- Payment Plan

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

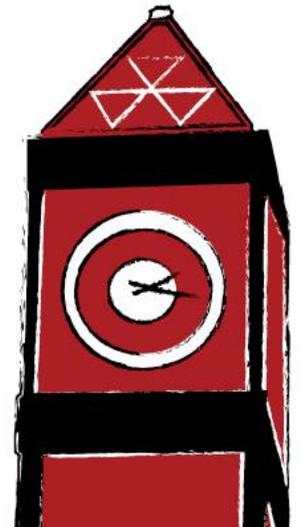
Personal Check or Money Order
Make payable to "UofL" or "University of Louisville".
Please put your Student ID number on the front of the check.
No fee when paying with electronic check
2.75% non-refundable transaction fee when paying with credit/debit card
We accept Discover, Master Card, and Visa
Payments 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):

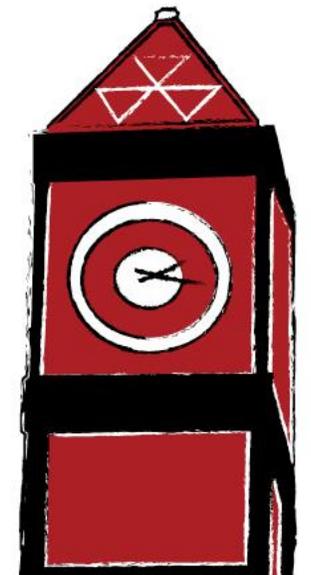
[Make Payment](#)

Currency used is US Dollar



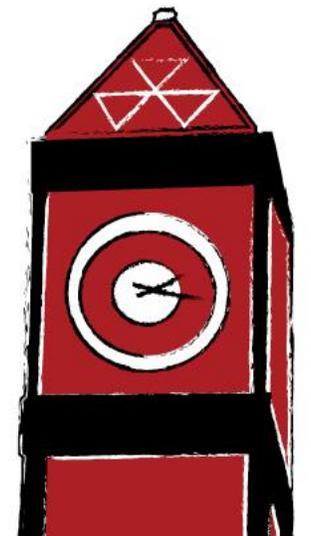
Making Payments

Fall 2024 Tuition Due Date	Spring 2025 Tuition Due Date
August 23, 2024	January 14, 2025

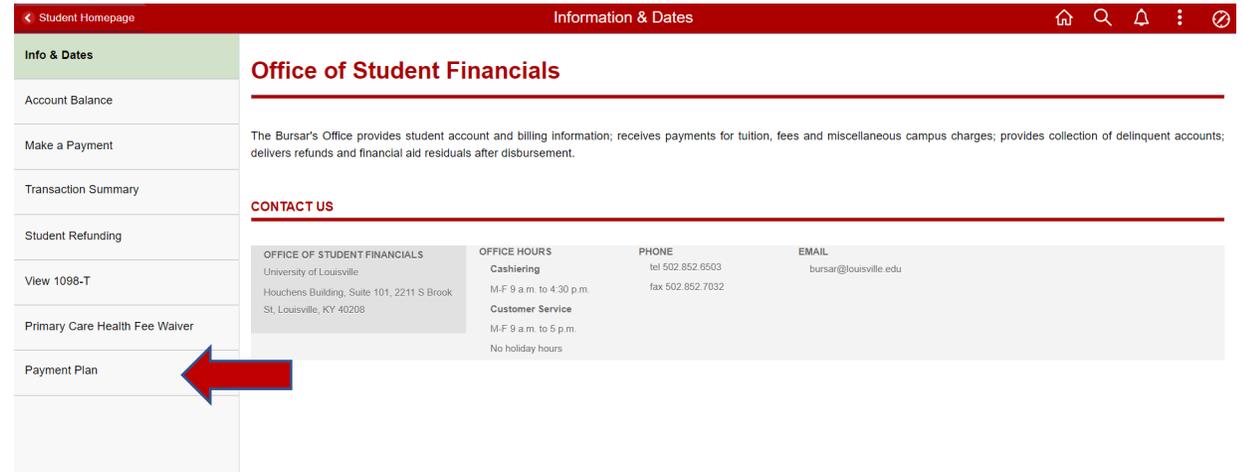
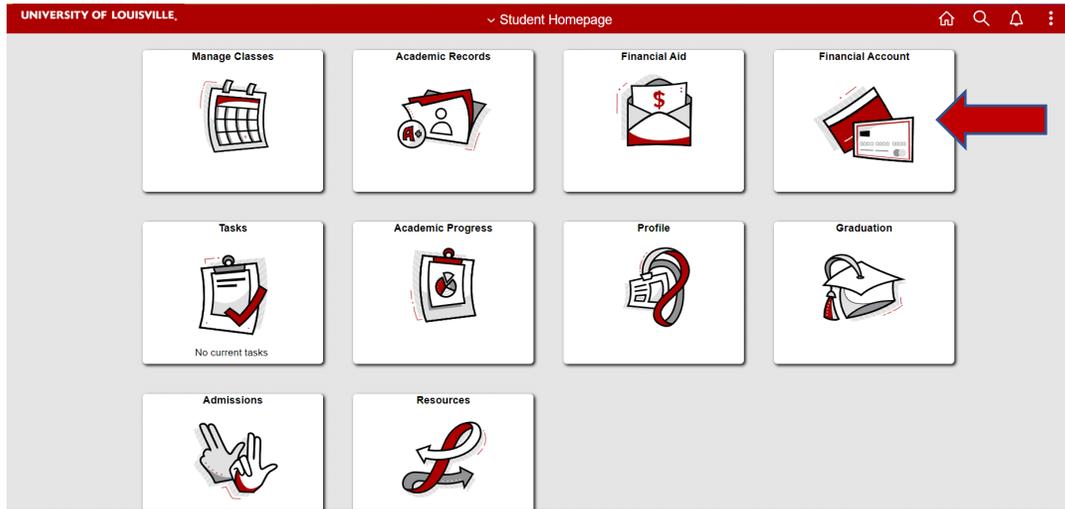


Payment Plans

- 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



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



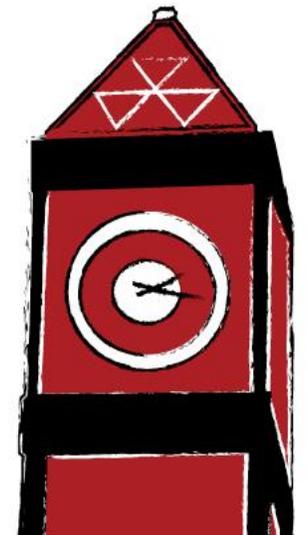
Payment Plans

FALL 2024

Payment plan available on July 12, 2024.

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
Aug,1,2024	20%	4	Aug - Nov	\$30
Aug,29,2024	25%	3	Sept - Nov	\$30



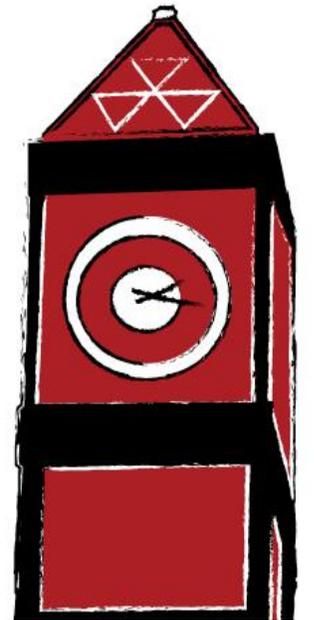
Refunds

What is a Refund?

- As Financial Aid is credited to your account, it is applied to all the charges 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?

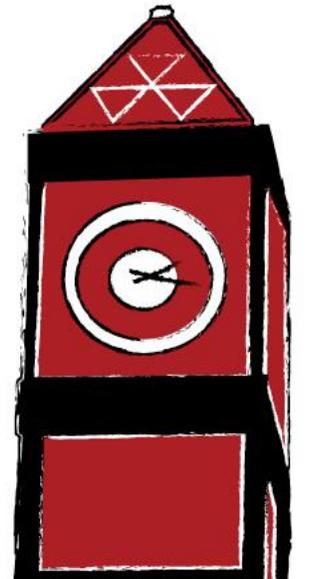
- Disbursement is the process in which your aid is released to the school to pay toward your tuition and fees.
- A refund is the process in which any remaining funds not used for your tuition and fees are paid to you.
- Refunds will be released to the refund method that you have selected through Nelnet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

UNIVERSITY OF LOUISVILLE Student Homepage

Manage Classes Academic Records Financial Aid Financial Account

Tasks Academic Progress Profile Graduation

Admissions Resources

Student Homepage Information & Dates

Info & Dates

Account Balance

Make a Payment

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Student Refunding

View 1098-T

Primary Care Health Fee Waiver

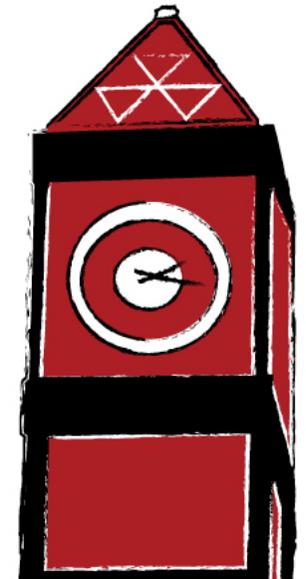
Payment Plan

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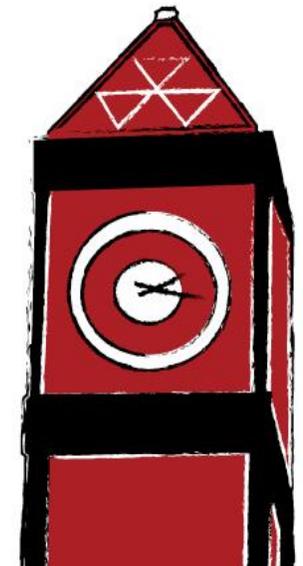
Refunds

Nelnet Student Choice Refunds

← Student Homepage Select Refund Method

Info & Dates	<h3>Select Refund Method</h3> <p>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..</p> <p>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.</p> <p>Select Refund Method</p>
Account Balance	
Make a Payment	
Transaction Summary	
Student Refunding	
View 1098-T	
Primary Care Health Fee Waiver	

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"/>
----------	--



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

your

Security Reserved.



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	AMOUNT DUE
Payment Plan (111 ### 222) Actions	\$2,680.00
Plan owned by Louie Cardinal	

 **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

