

# Paying Your Bill

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What you need to know about the Bursar's Office



# **The Bursars Office**

**The Bursar's office is responsible for:**

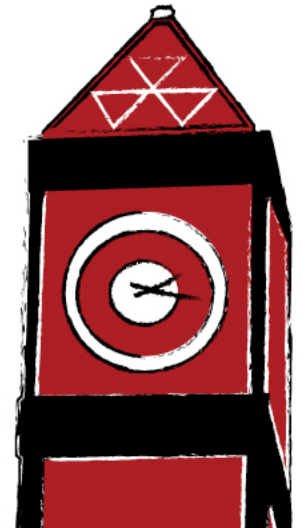
- **Student Billing**
  - Electronic billing
  - Viewing the bill on ULINK
- **Payment Processing**
  - Check (personal or cashier's) or money order accepted in office
  - E-check or credit/debit card accepted online only
- **Refund Processing**
- **Payment plans**



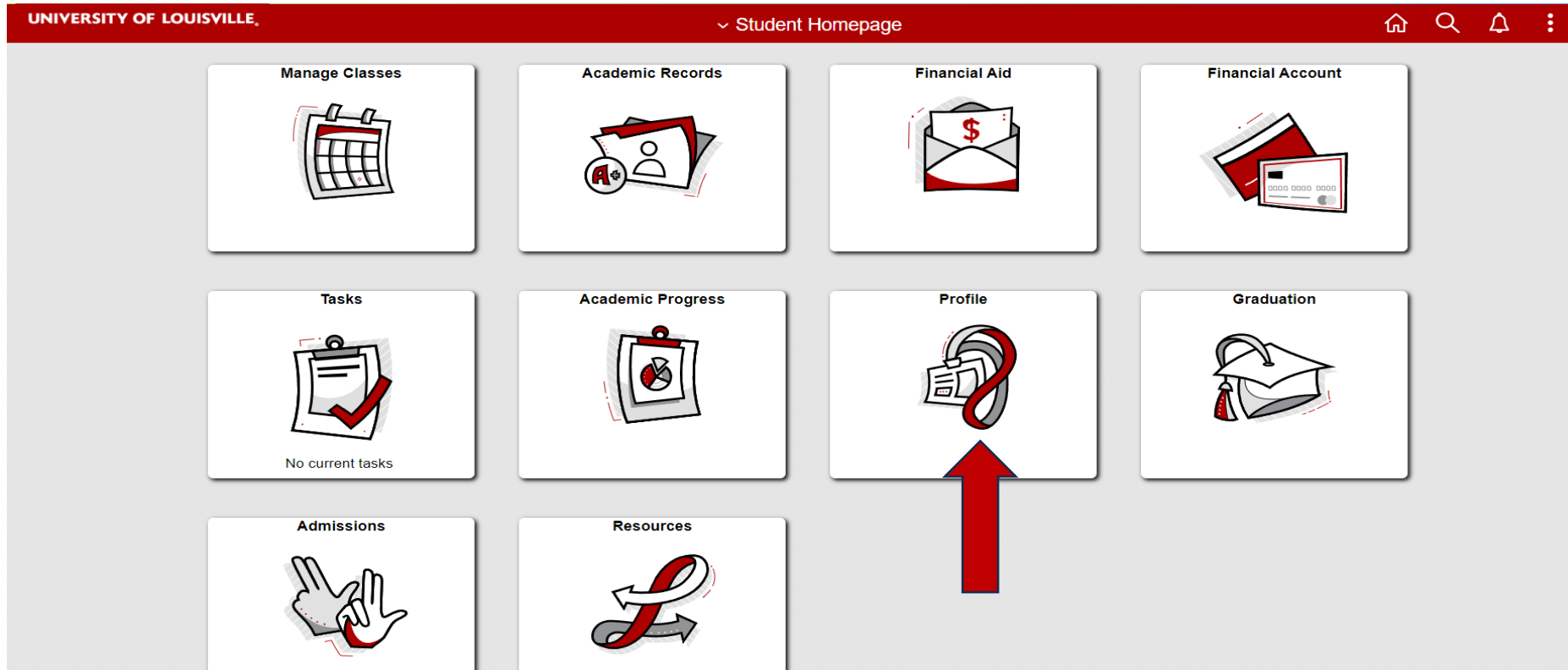
# First Things First- Set Up Your PIN!!

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- 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?

[← Student Homepage](#)

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Change Password

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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?

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**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

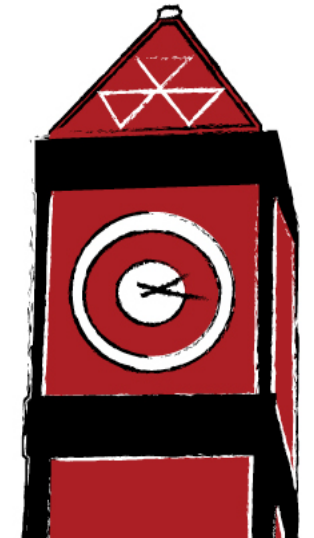
←

Save

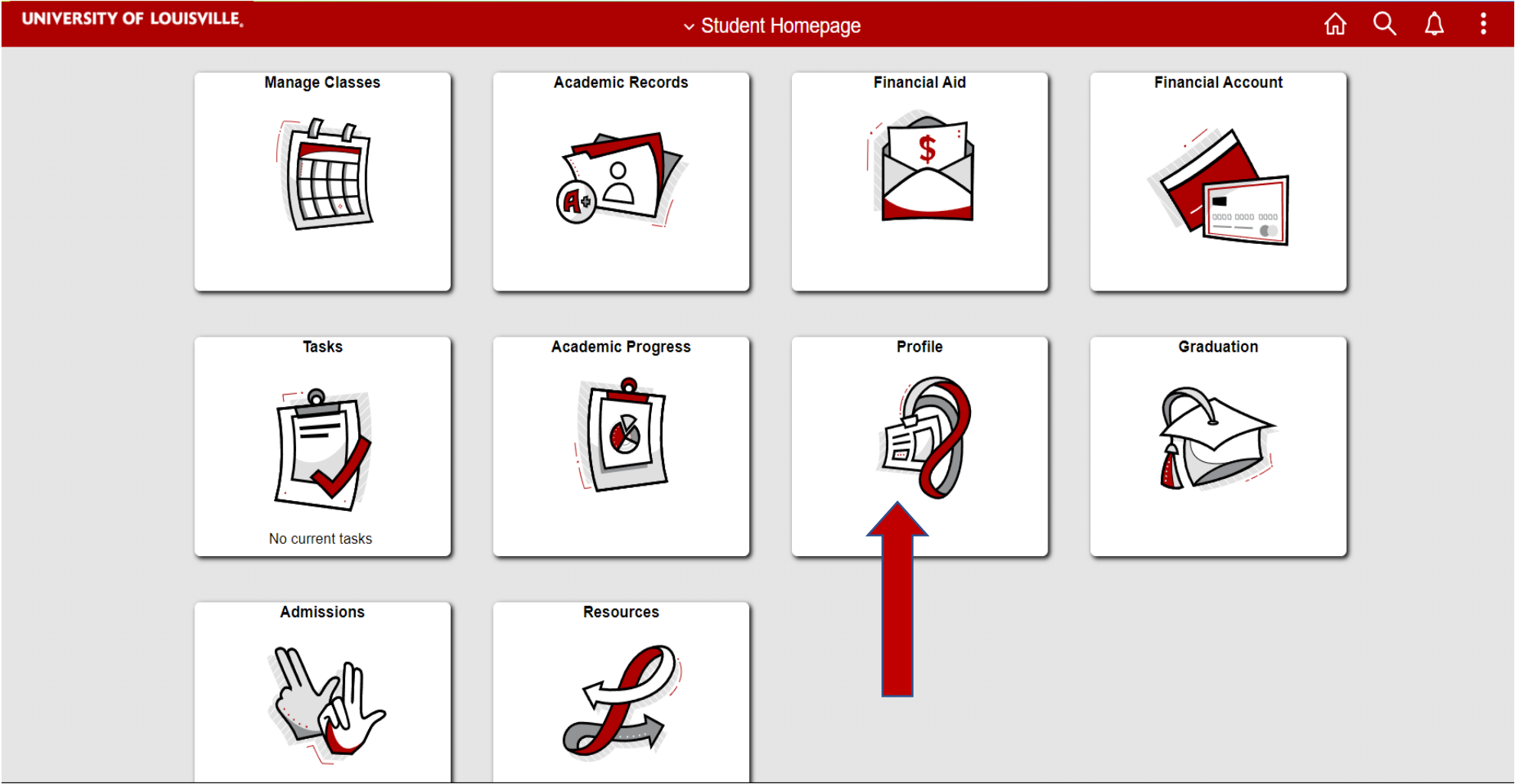


# Set Up Delegated Access!

- 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.
- To Add or make changes to delegate access you may login into ULINK



# Set Up Delegated Access!





# Set Up Delegated Access!

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Delegated Access

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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

EATHOM05

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.

A stylized illustration of a red clock tower with a white clock face and a black cross on the roof. The tower is positioned on the right side of the image.

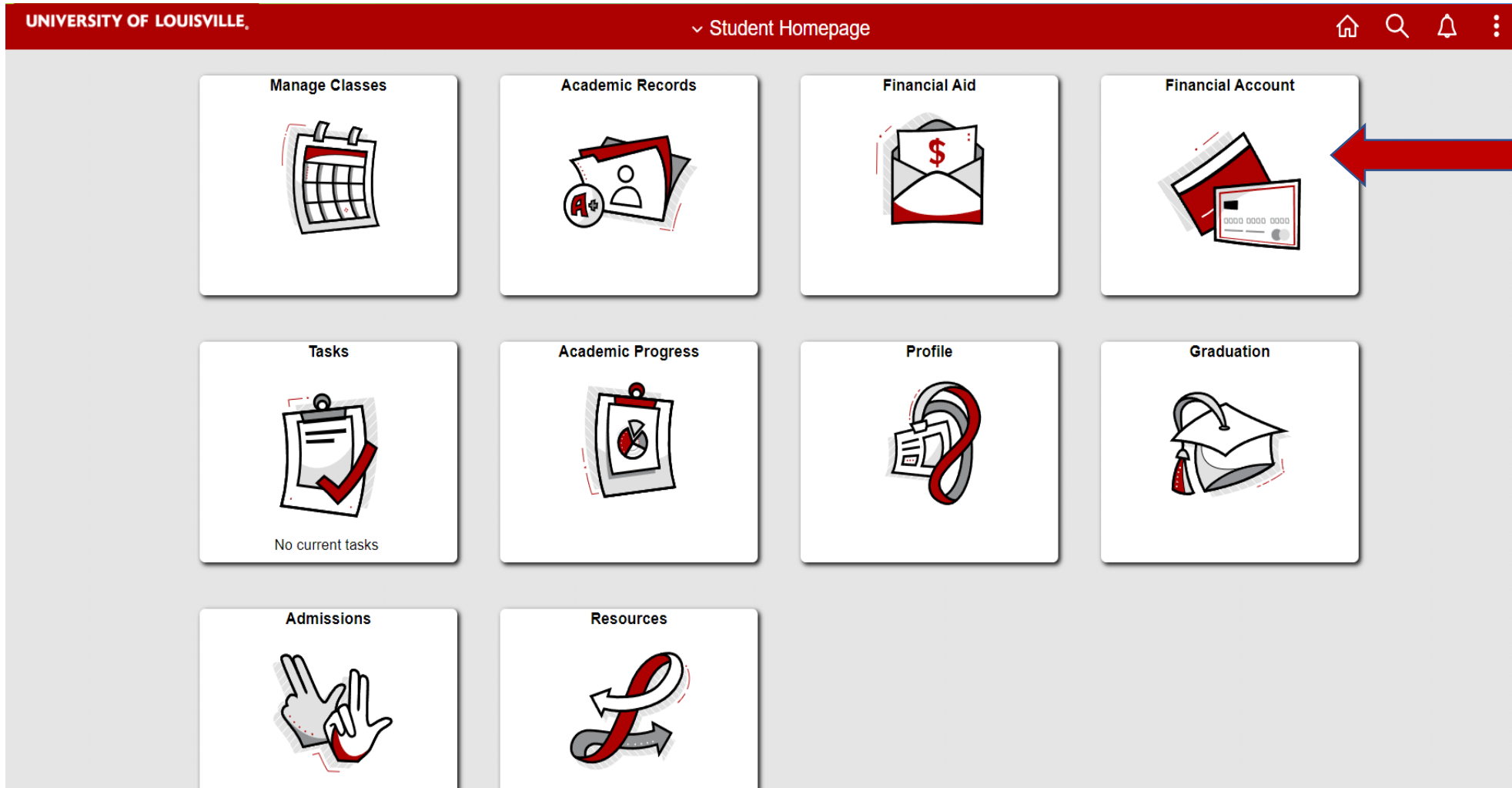
# Email Notification Policy

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- 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](mailto: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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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



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# Review Student Account

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

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New Window | Help | Personalize Page

Transaction Summary

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

Name

ID

Start Date

End Date

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

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

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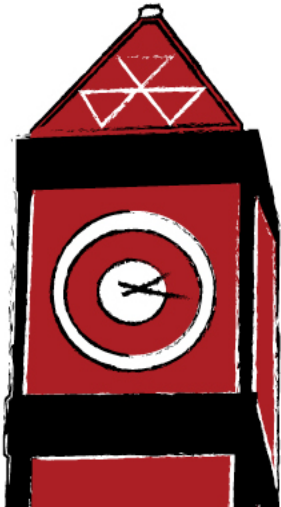
Transaction Summary

ID

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

Account DetailsFind | View AllFirst1 of 1Last

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



# Making Payments

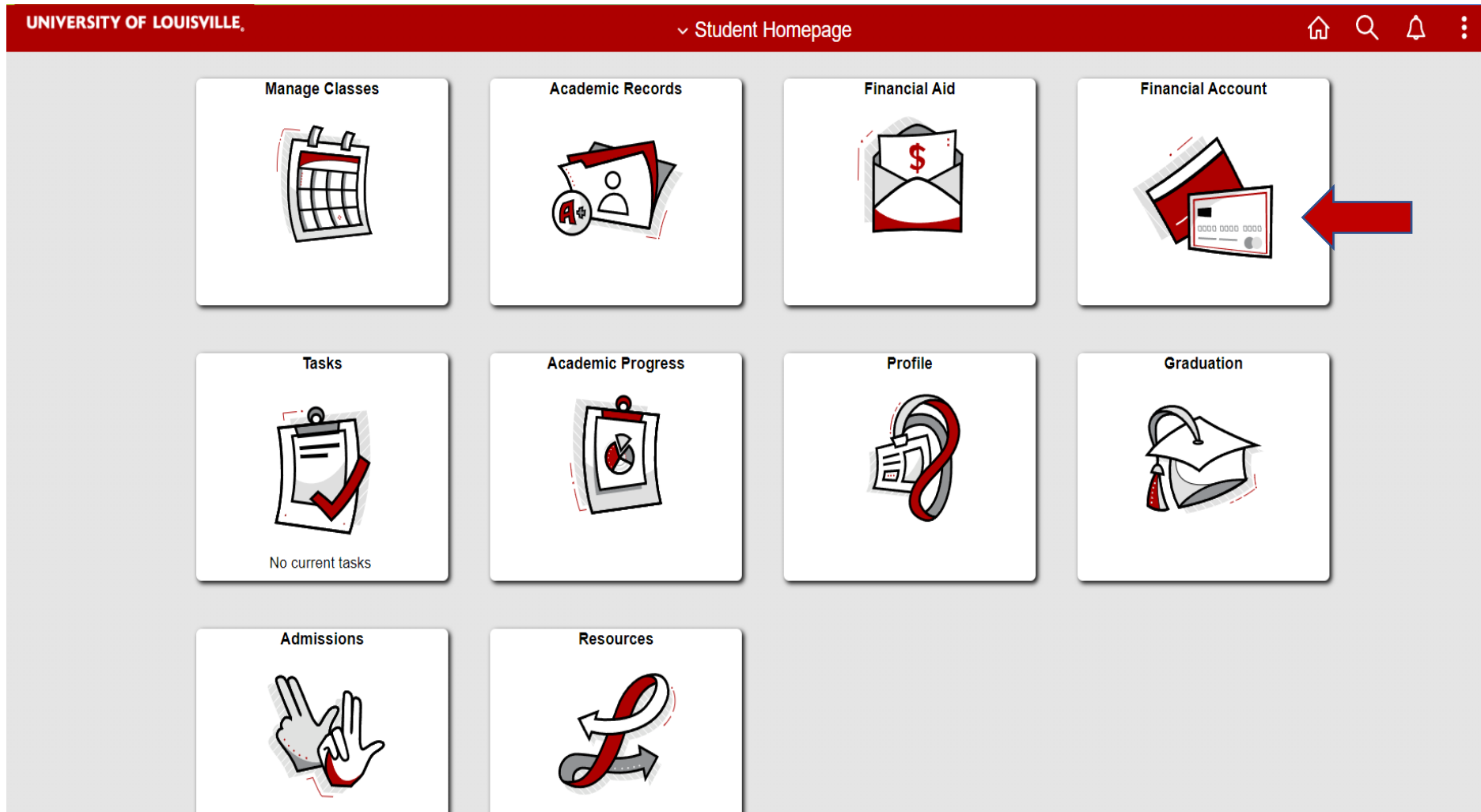
## Payment Methods

- **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 Checks or Certified Funds (money orders, certified checks, etc.) in our office. Our office is unable to process credit/debit card or cash payments 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

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# Making Payments

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Make A Payment



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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

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 International Payments



## INTERNATIONAL STUDENTS – HOW TO MAKE YOUR PAYMENT

Paying tuition with PayMyTuition is safe, fast, and convenient. Follow the simple steps below to complete your payment:

1

### ACCESS THE PAYMYTUITION PORTAL

Log into your [ULink](#) student portal and click on the **View/Pay Charges** button. Select the charges you wish to pay, and then select the **International Payment** option. Review the items you selected and the total amount of the payment. If everything looks correct, click the **Make International Payment** button to start your payment.

2

### SELECT PAYMENT METHOD

Review the payment options provided and select your preferred payment method. Payment options include bank transfers, debit/credit cards in your home currency, eWallet payments and other local options.

3

### ENTER YOUR DETAILS

Enter some basic information including your student number. We will include this information with your payment for easy identification of your payment by the University of Louisville team.

4

### MAKE YOUR PAYMENT

Follow the instructions provided to send your funds to [PayMyTuition](#) via your selected payment method.

5

### TRACK & CONFIRM

Track your payment by logging into your [PayMyTuition Dashboard](#) at any time. Receive SMS texts, email status updates, and confirmations of when your payment has been delivered.



U.S. & Canada toll free: 1 855 663 6839  
U.S. Local: +1 201 209 1939  
Canada Local: +1 905 305 9053  
Email: [support@paymytuition.com](mailto:support@paymytuition.com)  
Web: [www.paymytuition.com](http://www.paymytuition.com)



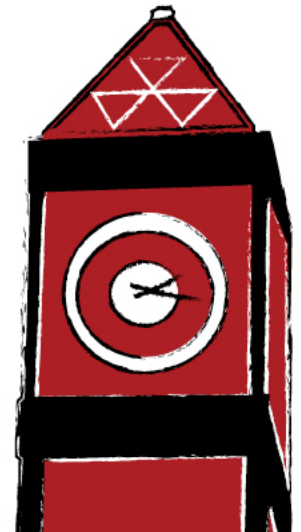
Great rates



Secure



Support



# Making International Payments

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# Making International Payments

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International Payment for Tuition



# Tuition Deadlines

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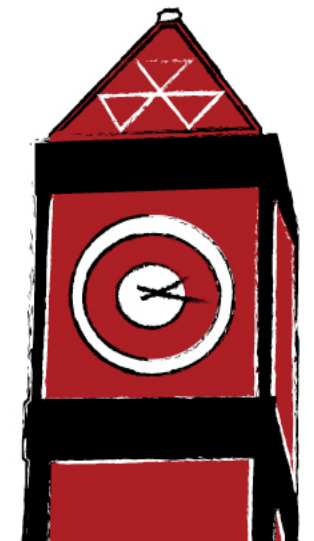
Fall 2025 Tuition Due Date	Spring 2026 Tuition Due Date
August 22, 2025	January 13, 2026



# Payment Plans

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- The University of Louisville offers interest-free monthly payment plan options for the current Fall 2025 semester. When students enroll 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 4-month plan (Aug-Nov) or a 3-month plan (Sept – Nov) for the Fall 2025 semester



# Payment Plans

## Fall 2025

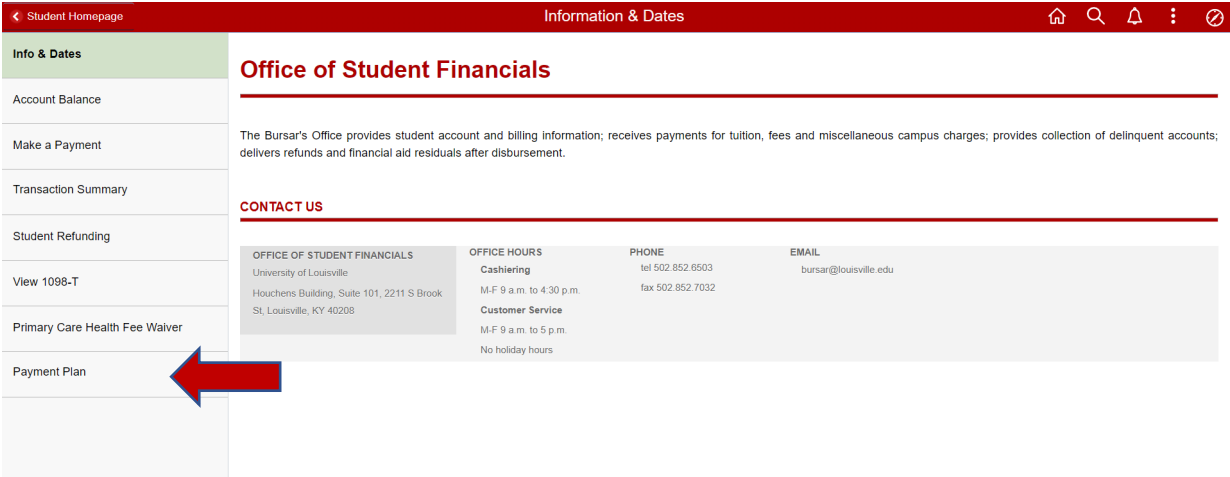
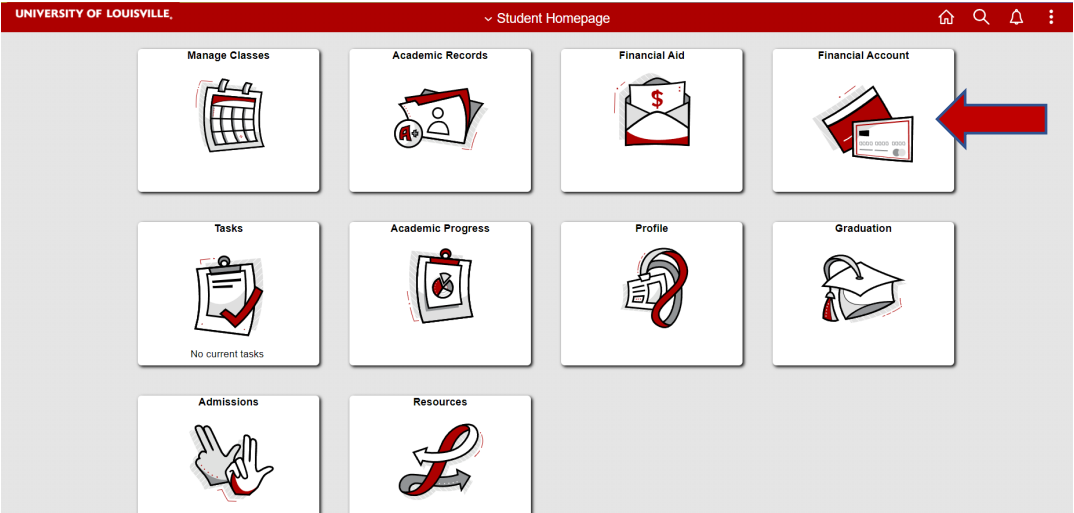
Payment plans will be available starting **July 14,2025**

**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
August 6,2025	20%	4	Aug-Nov	\$30
September 3,2025	25%	3	Sept-Nov	\$30



# 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"><li>• \$30 nonrefundable enrollment fee</li><li>• \$30 returned payment fee, should a payment be returned by your financial institution</li></ul>



# Refunds

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## 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

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## 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?

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fax 502.852.7032

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bursar@louisville.edu





# 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. <b>Note: Please insure pop-up blocker is off as the link will transfer to Nelnet in a new browser window.</b></p> <p><a href="#">Select Refund Method</a></p>
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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



# 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

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## 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](mailto:bursar@louisville.edu)

