

# Bursar's Office 101

Everything a Student  
Needs to Know About  
the Bursar's Office

# Everything a Student Needs to Know About the Bursar's Office

- Who are we?
- What is our purpose?
- Where are we located?
- When are we open?
- How we can be contacted?

# ***Who Are We***

The Bursar's Office is part of the division of the Vice President for Finance

Purpose Statement: To provide quality service to students, parents and alumni in a professional and courteous manner and to maintain the highest standards of accuracy for handling the Student Financials for the University of Louisville and to provide efficient and professional service to the University community as the central depository of funds.

# ***What is our purpose?***

- Issue student account statements and process payments
- Process refunds through Higher One
- Advise students on questions regarding their student account: In Person, telephone or via our Bursar Service account ([Bursar@louisville.edu](mailto:Bursar@louisville.edu))
- Process Short Term Tuition Payment Plans, third party payments, tuition remission and tuition reimbursement payment plans
- Monitor student accounts for non-payment; place financial registration holds; and assess late fees.
- Process and collect campus-based and institutional loans

# Statement Processing

- Student account charges and credit adjustments are generated by the registration process.
- Statements of account *always* available on ULink
- Paper statements are generated and mailed to newly admitted students for their initial semester. All continuing students are sent email notifications
- Send students emails regarding past due accounts
- Paper statements reflect charges and credits at time of bill is created. Your ULink information is “real-time”
- Due dates are established to ensure prompt payment for registration charges.

# Process Payments

- Accept cash, cashiers check, money order or checks at Cashiers window only – Your payment will be reflected immediately on your account
- Payments received through the lockbox will be reflected on your student account upon processing.
- Credit cards and e-checks processed via the web site will be reflected on your student account on the next business day. Credit cards payments can NOT be processed at the Cashier's window or by telephone. See Credit Card Payment Info on Bursar Website.

# Payment Plan Options

- Tuition Payment Plans – Information is available on Bursars Website ([www.louisville.edu/bursar](http://www.louisville.edu/bursar))
- Third party payments – Upon our receipt of your 3<sup>rd</sup> party authorization, an invoice will be sent to the 3<sup>rd</sup> party to request your eligible tuition to be paid. Contact [Bursar@louisville.edu](mailto:Bursar@louisville.edu) for further information
- Tuition Reimbursement payment plans – defers payment until end of the current semester. Terms and due dates are noted on your payment plan.
- Tuition remission – for university staff or dependents  
Questions? Contact [BursarTR@louisville.edu](mailto:BursarTR@louisville.edu)

# What We *Do* NOT Do

- Set rates and fees
- Set drop/add calendar dates or policies associated with the dropping and adding of courses
- Discuss your account without Student ID and PIN # (FERPA)
- Add or delete tuition, housing, meal plan or fee charges
- Award or adjust Financial aid Contact [Finaid@louisville.edu](mailto:Finaid@louisville.edu)
- Issue Paper refund checks (More Information to follow)
- Answer questions about your Higher One bank account. You may reach the Higher One office at (877) 663-5959 or via their web site at: <https://uoflonecard.higheroneaccount.com>



# Process Refunds through Higher One



**You will be receiving a  
Higher One Card**

**Your Higher One card allows for you to select your refund  
preference.**

**Failure to activate and select a preference will delay refund**

# Process Refunds through Higher One

## What is a refund?

- A refund is *any* amount owed to you by the university
  - Loan, grants, or scholarship awards
  - Dropped classes or tuition overpayment
  - Refund of deposits or fees

## Who should get a Higher One card?

- Everyone – even if you think you will never have a refund!
- The Most efficient Option to forward your eligible refund

# Process Refunds through Higher One

UofL OneCard will be sent after registration. The card will be mailed to your primary address

You will need to log in to Higher One

([www.uoflonecard.com](http://www.uoflonecard.com)) to activate your card. You will then select a refund preference:

- **Easy Refund** – deposit to the One Account, a no monthly fee checking account. Funds release from U of L will be available that same day
- **ACH transfer** – Transferred to a checking account of your choice (Usually the funds are received at your bank in 2 or 3 business days)

# Process Refunds through Higher One

## IMPORTANT NOTE ON ADDRESS

Students are responsible for keeping address updated at both UofL AND Higher One.

➤ **ULink: LOG IN** > Student Services > Personal Information > Home and Mailing Addresses.

➤ **Higher One: [www.uoflonecard.com](http://www.uoflonecard.com)**

Changes to your UofL OneCard can be made by logging into Higher One>Profile tab> Address & Phone.

**NOTE: You must update your address at both websites**

# Process Refunds through Higher One

## Things to know about your Higher One Card:

- NOT A CREDIT CARD
- Failure to activate and select a preference will delay refund
- Choosing the OneAccount opens an online checking account
- Can pay tuition account through Higher One's website with no convenience fee.
- If you lose your card, you will be assessed a replacement card fee.

**Keep in mind that dropping a class may generate a refund. IF you subsequently add a class or classes you will need to remit a payment.**

# Monitor Your Student Account

- Our office will send e-mail billing notices for outstanding student account balances. These emails will be sent to your Cardmail account.
- Our office will also monitor your student account. If your balance becomes past due, a financial registration hold will be placed. This hold will prevent you from: enrolling in any future semesters; changing your current enrollment; receive your diploma; or access to your official academic transcripts.

# Campus-Based Loans

- Process and disburse any Federal Perkins, Institutional, Nursing, Medical/Dental Health Professions loans in conjunction with Financial Aid
- Our office processes statements and manages the payments of the student loans noted above.
- We do NOT handle the payments of your Federal Direct or Direct Plus Loans

# Access and Information

**Best way to get information**

**<http://louisville.edu/finance/bursar>**

**Fastest way to get answer**

**[bursar@louisville.edu](mailto:bursar@louisville.edu)**

**Best way to avoid standing in line**

- Remit your payments electronically via your Ulink account
- Mail your payment to the Bursar's Office.
- Come to our office Monday thru Friday before 10:00 AM
- For after hours, we have a night drop box located at the front of the Houchens building between the two sets of double doors. (Please use this option for **check payments only**)



# Contacting Other Offices

Financial Aid Office

[Finaid@louisville.edu](mailto:Finaid@louisville.edu)

<http://louisville.edu/financialaid>

(502) 852-5511

Registrar Office

[Regoff@louisville.edu](mailto:Regoff@louisville.edu)

<http://louisville.edu/registrar>

(502) 852-6522

# Contacting Other Offices

Cardinal Card

<http://louisville.edu/cardinalcard/contact>

<http://louisville.edu/cardinalcard>

(502) 852-7520

University Housing Office

[uoloch@louisville.edu](mailto:uoloch@louisville.edu)

<http://louisville.edu/housing>

(502) 852-6636

# ***Office Location and Hours of Operation***

**Houchens Building Suite 101**

**Monday through Friday**

**9:00 a.m. - 5:00 p.m.**

**Information available at:**

**<http://louisville.edu/finance/bursar>**



# ***Bursar Office Contact Information***

Web site

**<http://louisville.edu/finance/bursar>**

Email Service Account

**[bursar@louisville.edu](mailto:bursar@louisville.edu)**

Telephone

(502) 852-6503

Fax

(502) 852-7032