

UNDERSTANDING YOUR BILL

We want your
finances to run
smoothly, so you
can focus on your
academics.



WHEN IT COMES TO PAYING FOR SCHOOL, YOU HAVE OPTIONS.

TRY THESE TIPS TO GET A HANDLE ON MANAGING YOUR UPCOMING UNIVERSITY EXPENSES.

1

APPLY/ACCEPT FINANCIAL AID

- Students enrolling in Fall 2016 should complete the 2016-2017 Free Application for Federal Student Aid (FAFSA), available at www.fafsa.gov (if you haven't already).
- Students enrolling in Summer 2016 should complete the 2015-2016 FAFSA.
- The FAFSA is the only application required to apply for financial aid at UNC Charlotte.
- Our FAFSA school code is 002975.
- If you have accepted a financial aid award, it will be applied to your student account 5-7 days prior to the first day of class.

2

MONITOR YOUR CHARGES

- All charges for tuition, fees, housing, meal plans, and health insurance are charged to the student's account, which is accessible at My UNC Charlotte (my.uncc.edu). Once you sign up for on-campus housing or meal plans, these charges will be added to your bill.
- You will not be charged for tuition until after you register for classes. To monitor your account charges, log in to My UNC Charlotte and click on Make a Payment (under Financial Resources), then click on the View Account Activity button.
- UNC Charlotte does not mail paper bills.

3

CONSIDER ADDING AN AUTHORIZED USER

- Will someone other than the student (i.e., parents) pay the bill? If so, they will need the student's permission to have access to the student's account.
- To add an Authorized User, students must log in to My UNC Charlotte (my.uncc.edu). Under Financial Resources, click the 'Make a Payment' link. This option will load the Student Accounts Payment/Billing suite. Select the 'My Account' tab. Select 'Authorized User', then enter in the email address of the authorized user you want to establish. Select the 'continue' button and complete the next steps to add a user.

4

KEEP UP WITH YOUR eSTATEMENT

- After registering for classes, students with outstanding charges on their accounts (tuition, fees, meal plans, etc.) receive an email that a new statement is available to view in My UNC Charlotte.
- The university requires that account balances be paid in full PRIOR TO THE START OF CLASSES in order to avoid cancellation of courses at the beginning of the term. Paying in full means:
 - Complete payment of tuition, fees, and charges.
 - Payment of the difference of all charges LESS offered financial aid.
 - Enrollment in a UNC Charlotte payment plan that will cover the total balance.

5

TAKE ADVANTAGE OF OUR PAYMENT PLAN

- UNC Charlotte offers a payment plan each term, to spread your charges out into three smaller payments throughout the semester. Billing payments can be made by cash, check, or by credit card (Visa, MasterCard, AMEX or Discover).
- There is a \$55 non-refundable fee (per semester) and 10% down payment to enroll in the payment plan. If charges are added to your account after you set up your three payments, the payments will NOT be adjusted automatically. If you wish to increase/decrease your payments to cover a new adjustment, email studentaccounts@uncc.edu or call 704-687-5506.

QUICK REFERENCE GUIDE

FINANCIAL AID
Grants, Scholarships,
and Loans
704.687.5504
finaid.uncc.edu

STUDENT ACCOUNTS
Billing and Account
Information
704.687.5506
studentaccounts.uncc.edu

STUDENT HEALTH CENTER
Health Insurance
and Immunization Records
704.687.7435
studenthealth.uncc.edu

Knowing the terms used in Financial Aid will help you understand your eStatement.

FINANCIAL AID 101

FAFSA stands for “Free Application for Federal Student Aid”. Available online at www.fafsa.gov, this is the only application required to apply for financial aid at UNC Charlotte.

Verification is the process by which schools review student financial aid applications for accuracy. Verification is done by collecting the documents the student used to complete the FAFSA and comparing them with the information the student provided on the FAFSA. If you are selected for verification, you will not be able to receive financial aid until the verification process is complete.

Awarded Aid is the list of loans, grants, and/or scholarships and the dollar amount of financial aid for which a student is eligible. Awarded aid amounts are shown in your My UNC Charlotte account.

Memoed Financial Aid is pending financial aid, including loans. All requirements for financial aid must be satisfied before this amount can be disbursed to your account.

Authorized Aid is accepted financial aid, including loans that will post to your account.

Disbursed Aid is the total amount of aid that has credited to your account.

Refunds are issued if the amount of financial aid disbursed is greater than the charges on your account. If you are due a refund, you will see a negative balance on your account before the refund is processed. Refunds are disbursed five business days before classes begin (at the earliest). Students may use this refund check to purchase books or for other expenses.

A negative balance on your account is a good thing! This means you do not owe this amount. You will be receiving a refund.



UNDERSTANDING YOUR ACCOUNT

Tuition, fees, room & board, and other expenses are listed under ‘Description’. Credits, such as financial aid or a health insurance waiver, will be listed as a negative amount.

If ‘term balance’ is negative, you do NOT need to pay this amount - you will receive a refund. If the number is positive, this is the amount you must pay by the due date.

View transactions by term:

Spring 2015 Account Activity			
To sort, click on the desired column header.			
Description	Code	Date	Amount(\$)
Direct Lending Sub Loan Award			
Fed Pell Grant			
Tuition Undergrad Resident			
Tuition Undergrad Resident			
Health Insurance Waiver			
Student Health Premium			
UNC System Student Assoc Fee			
Transportation Services Fee			
ID Fee			
General Fee			
Educ & Tech Fee			
			Term Balance:

Each financial aid award is listed individually. The amount shown is how much you will receive from financial aid once funds are disbursed (credited) to your account.

FREQUENTLY ASKED QUESTIONS



Q. How do I view my student account information and pay my e-bill online?

A. Log in to My UNC Charlotte at my.uncc.edu. Under Financial Resources, click the 'Make a Payment' link. This option will load the Student Accounts Payment/Billing suite. You can view charges and credits by selecting 'Account Activity' under the 'My Account' section. You can make a payment by clicking on the green button that says 'Make a Payment' on the 'My Account' page. On the next screen you will have the opportunity to adjust the payment amount if you would like to make a partial payment.

Q. How do I add an Authorized User to my account?

A. Log in to My UNC Charlotte at my.uncc.edu. Under Financial Resources, click the 'Make a Payment' link. This option will load the Student Accounts Payment/Billing suite. Select the 'My Account' tab. Select 'Authorized User', then enter in the email address of the authorized user you want to establish. Select the 'continue' button and complete the next steps to add a user.

Q. Do I have to fill out anything else to apply for financial aid at UNC Charlotte?

A. The FAFSA is the only application required for financial aid at UNC Charlotte. If additional information is needed, we will contact you with specific requests. Please do not send tax returns, W-2s, etc., to the Office of Financial Aid unless we ask for them.

Q. What does a negative balance on my eStatement mean?

A. If the amount of financial aid disbursed is greater than your charges, then you will see a negative balance on your account. This means a refund will be paid to the student. Refunds are disbursed five business days before classes begin (at the earliest). Students may use this refund check to purchase books or for other expenses.

Q. Is there a deadline to apply for financial aid?

A. Students enrolling for summer or fall are encouraged to apply for financial aid as soon as possible. Since financial aid is limited, filing early means there is a better chance to receive aid.

Q. Why do I have a Health Insurance charge on my eStatement?

A. All students enrolled in six or more degree-seeking credit hours are required to have health insurance. The charge for the fall and/or summer semesters will be listed on your eStatement. If you are covered by another policy, you can waive the Student Health Insurance fee by submitting a waiver. The deadline to submit the waiver is approx. 30 days after the first day of class. Student Insurance waivers are credits and appear on your account as a "Health Insurance Waiver". It may take up to 30 days for the credit to be processed and credited to your account. Please visit studenthealth.uncc.edu for the insurance premium fee amount and instructions on the waiver process.

Q. What is the cancellation policy for courses?

A. The university requires that account balances be paid in full by the due dates shown on your eStatement in order to avoid cancellation of courses at the beginning of the term. Full payment is defined as: complete payment of tuition, fees, and charges; payment of the difference of all charges *less* offered financial aid; or enrollment in a UNC Charlotte payment plan that will cover the total balance.

Q. How do I purchase textbooks with financial aid funds?

A. Students are not allowed to charge textbooks to their UNC Charlotte account unless you are eligible for and pre-enrolled in the Bookstore Advance Program. Be prepared to purchase textbooks with personal funds in case financial aid refunds are delayed.

Q. I received a scholarship from an outside source. Who do I inform that this will be credited to my account?

A. You can contact Student Accounts at 704-687-5506 or by email at studentaccounts@uncc.edu.

Q. When will my grant/scholarship disburse to my account?

A. Grants and scholarships may not disburse until after the drop/add period ends. If applicable, another refund will be issued if a credit balance is created.

Q. Why has my grant amount changed?

A. Grant amounts are based on the number of enrolled hours you have. Therefore, as you add/drop classes, the total amount gets prorated. Once you have set your course credits, it will not change.

Q. Where can I find help with budgeting and managing my debt?

A. At UNC Charlotte, we want to help you manage your money and get through college without racking up unnecessary debt. Learn tips for budgeting smarter, saving money, and becoming financially stable at ManageYourMoney.uncc.edu.

Q. WHEN AND HOW WILL I RECEIVE MY FINANCIAL AID REFUND?

A. The Student Accounts Office will process refunds five business days before classes begin each semester. If you have direct deposit, you will receive your refund 3-5 days from the date the refund was posted to your student account. If you do not have direct deposit, a paper check will be mailed to your permanent address. Please allow 5-7 days from the date the refund was posted to your student account.