



## Important Financial Information Winterim Term 2012

Bills will be sent via e-mail to your UW-Whitewater e-mail account. Please access it frequently for important updates and information regarding your student bill. **Paper billing statements are NOT sent through the US mail.** To ensure that you receive your bill, make sure you keep adequate space in your e-mail inbox.

Additional information regarding Student Accounts may be accessed on our website at <http://www.uww.edu/adminaffairs/sfs/>. On the next page, you will find the General Billing Collection Policies of the University of Wisconsin-Whitewater for the Winterim term. **The Payment Plan is not available for this term.**

If you are an undergraduate student and this is your first term with UW-Whitewater, you will be charged a **one-time** \$100.00 enrollment deposit. When separating from the University, undergraduate students may **request** a refund of the Enrollment Deposit. A request form can be downloaded on our website. This must be accomplished within one year of separation.

Your electronic billing statement is processed at least monthly when a balance is due. The payment due date is:

**Winterim 2012 Term Due Date**

**January 06, 2012**

E-Bill notifications are processed monthly when a balance is due to all students and authorized users that are set up by the student. Past due balances may incur a finance charge of 1.25% on the outstanding principal balance.

If you wish to pay your Winterim account balance without being assessed a finance charge, payment **in full** must be received in the UW-Whitewater Cashiers Office by **January 06, 2012**, regardless of the actual date posted to your account. Cashiers window hours are 8:30am – 3:30pm Monday through Friday. Credit card payments are **NOT** accepted over the phone or at the Cashier's window. A **"HOLD"** will be placed on a student's account when there is a past due balance. A HOLD could prohibit a student from receiving a refund, registering for a class or receiving an official transcript or diploma.

If you have questions or would like to know more about your account as you receive your e-billing statements and other financial documents, you can contact us at (262) 472-1373 or (800) 621-7244. Also, visit our website for general information and answers to frequently asked questions, or e-mail us anytime at [sfs@uww.edu](mailto:sfs@uww.edu).

### *Student Accounts*

800 West Main Street, Hyer Hall, Room 110

Whitewater, WI 53190-1790

(262) 472-1373 or (800) 621-7244

Email: [sfs@uww.edu](mailto:sfs@uww.edu)

Website: <http://www.uww.edu/adminaffairs/sfs/>

## GENERAL BILLING COLLECTION INFORMATION

Advance registrants must have payment to the UW-Whitewater Cashier's Office so it is received by **January 06, 2012**. We advise you to pay by check made payable to **UW-WHITEWATER**. Include the name of the student, ID number, and term on the check. Mail payment to:

UW-Whitewater Cashier's Office  
P.O. Box 88  
Whitewater, WI 53190-0088.

The depository outside the University Cashier is available when Hyer Hall is open. Your cancelled check is your receipt. If you need a register receipt, include a self-addressed stamped envelope. Remember credit or debit card payments are **NOT** accepted over the phone or at the Cashier's window. Electronic payments can be made by going to <https://touchnet.uww.edu>. We accept electronic web checks from a checking or savings account with no convenience fee. MasterCard, American Express and Discover credit cards are accepted over the web with a 2.75% convenience fee (Minimum \$3.00).

**Failure to receive an e-billing statement does NOT relieve you from your obligation to make timely payments.**

Students receiving funding through financial aid or a third party agreement are subject to the same payment deadlines. Do not depend on other financing sources to be available in time to pay your University bill. Students may be asked to sign a Third Party Authorization to Release Information form, if applicable.

If your account becomes past due, you are at risk of having your current or upcoming classes cancelled. In addition, you will not be able to register for current or future terms. A finance charge of 1.25% will be assessed and collection procedures will be initiated. The University participates in the Department of Revenue (DOR) debt collection programs.

If your account is sent to a collection agency, you could incur additional collection agency fees of up to 40% of the balance.

Scholarships are treated like financial aid and require processing time. Please submit scholarship checks to the UW-Whitewater Cashier's office at least 10 days before the due date to avoid additional finance charges.

NSF checks will be prosecuted to the fullest extent of the law. A \$20.00 service charge will be assessed. See WI Stat. 943.24 for additional penalties. Your account will revert to the same status as before the payment was received.

The Federal Education Rights and Privacy Act ([FERPA](#)) of 1976, as amended, is a federal law that affords students certain rights and protects their privacy and confidentiality with respect to their educational records. Students may sign an Authorization to Release Information with regard to the payment of their financial obligation to the university. You may download this form from our website at <http://www.uww.edu/adminaffairs/sfs/forms/ferpa.pdf>.

Ebill Disputes – Send your dispute in writing on a separate sheet of paper so that the university receives it within 60 days after the billing date. Your written dispute must include:

- Your name and student ID number
- A description of the questions and why (to the extent you can explain) you believe it is an error; and
- The dollar amount of the suspected error