



## Spring 2021 Billing Information

Spring 2021 Semester bills are available *On Line*.  
Students will NOT receive a paper bill in the mail.

**Spring bills are due January 12, 2021**

### Completing the Spring Registration Process

You must do one of the following by Tuesday, January 12, to complete the Spring registration process, secure your student status, and gain full access to housing, dining and university facilities:

1. Pay your bill electronically or by paper check,  
OR
2. Confirm your attendance by accepting your charges, *if you have financial aid and no balance is due from you*. This will clear you for the semester.

If you have a balance due, paying your bill in full *automatically confirms your attendance and clears you for the semester*. If you are having trouble paying your bill by the due date, please contact the Student Accounts Office.

*Please note for the protection of everyone due to COVID-19, communication with the Student Accounts Office should be through email and phone. You may make an appointment to visit the office in Old Main 100.*

*To contact Student Accounts, call 717-477-1211 or email studentacct@ship.edu. Phone messages and emails will be returned as quickly as possible in the order in which they are received.*

### Viewing Your Bill and Payment Information

#### To View your Online Bill and Make Payment

- Login to [myShip](#) or <https://my.ship.edu> with your Ship email address and password.
- Go to **Student**
- Choose **Paying for College** in the dropdown
- Click on **Account Information/Pay Now**
- Select the Term you want to view **Spring 2021** and click **Submit**
- This will take you to **Account Detail for Term** to view your bill.
- Click on **Pay Now**. You will be directed to ACI Official Payments, our electronic payment vendor.

### **Electronic Payment Options:**

**E-Check:** An electronic payment from your bank account. There is **NO FEE** for this payment method. Choose the “Bank Account” option and pay using your bank routing and account numbers.

**Credit card:** MasterCard, VISA, Discover and American Express are accepted by Official Payments. **Please note there is a 2.49% non-refundable fee to pay by credit card.** This fee goes directly to Official Payments and will be shown as a separate fee on your credit card statement entitled, “OPC COL\*SERVICE FEE.” **If you do not want to pay the service fee, do not pay with credit card! We are unable to refund the service fee after the payment has been made.**

*Note: A **debit card** will be processed as a credit card with a 2.49% non-refundable fee. If you would like to make payment directly from your bank account, you should choose the “**Bank Account**” option and pay with electronic check. There is **NO FEE** to pay by electronic check!*

### **To Pay by Paper Check or Money Order:**

If you wish to pay by paper check or money order, print your online **Account Detail for Term** and mail it with your payment to Shippensburg University, Student Accounts Office, 1871 Old Main Drive, Shippensburg, PA 17257. Or pay in person at our office in Old Main Room 100. Credit cards cannot be accepted through the mail, by phone or in person.

A \$35 returned check fee will be charged for paper checks or e-checks that are not honored by your bank.

### **Pay with our Installment Payment Plan - Opens November 16**

If you are interested in paying your bill in monthly installments for the Spring semester, you can enroll with our vendor, Nelnet Campus Commerce.

- Choose a 5-payment plan by enrolling by Dec 4. Pay 20% down (1<sup>st</sup> payment) and authorize 4 more **automatic** installment payments on Dec 15, Jan 15, Feb 15 and Mar 15.
- Choose a 4-payment plan by enrolling between Dec 5 and Jan 5. Pay 25% down (1<sup>st</sup> payment) and authorize 3 more **automatic** installment payments on Jan 15, Feb 15 and Mar 15.
- Choose a 3-payment plan by enrolling between Jan 6 and Jan 19. Pay 35% down (1<sup>st</sup> payment) and authorize 2 more **automatic** installment payments on Feb 15 and Mar 15.
- Choose a 2-payment plan by enrolling between Jan 6 and Jan 27. Pay 50% down (1<sup>st</sup> payment) and authorize 1 more **automatic** installment payments on Mar 15.

The **cost to enroll is \$40**. The initial down payment (1<sup>st</sup> payment) must be made at the time of enrollment. All installment plans require you to set up **automatic payments** and must be fully paid by March 15.

Enrolling in a payment plan and making your down payment will confirm your attendance and clear you for the semester *as long as all prior term balances have been paid in full*. Access the payment plan at <https://my.ship.edu> by going to Student, Paying for College, Payment Plan.

For more information, visit Nelnet's site at [www.MyCollegePaymentPlan.com/ship](http://www.MyCollegePaymentPlan.com/ship), or go to [https://www.ship.edu/student\\_accounts/](https://www.ship.edu/student_accounts/) and click on the **Payment Plan** tab for step-by-step instructions.

### **Late Fee**

A \$100 late fee will be assessed to all students whose bills are not paid by the due date AND to all students who have financial aid with no balance due and have not confirmed their attendance by accepting their charges to be cleared for the semester. Please be sure your payment arrives on time! If you have no balance due, be sure you Confirm your Attendance by January 12. ~see *instructions below*. Please note that if you enroll in a payment plan by January 12, you will be cleared for the semester and you will not be charged a late fee.

**If you will not personally be paying your bill, it is your responsibility to get a copy of the bill to the person who will be paying (parent, guardian, trust, etc.) and to be sure that it is paid on time!**

### **NO Balance Due? – Follow These Instructions to Confirm Your Attendance!**

If you have a zero or negative balance for the semester, this means your financial aid covers your charges and you do not owe money to the university at this time. You may receive a refund of this approximate amount. **However, ACTION is still required by the due date! You must still confirm your attendance by accepting your charges to be cleared for the semester.**

On **Account Detail for Term** for Spring semester if you have NO BALANCE in “Net Balance for Other Terms,” and the “Current Due Net of Authorized Financial Aid and Memos” at the bottom of the page shows a zero or negative balance, follow these instructions to confirm your attendance:

- Login to [myShip](https://myShip) or <https://my.ship.edu> with your Ship email address and password.
- Click on the **Student** tab
- Choose **Paying for College** in the dropdown
- In the **My Account Information** section, click on **Clear My Bill**
- Click on **\*\*MANDATORY\*\* Clear My Spring 2021 Bill**
- Choose **Clear me for the Spring 2021 semester**
- Click on **Survey Complete** to submit your response.

On **Account Detail for Term** if you **DO** have a BALANCE in “Net Balance for Other Terms,” even if “Current Due Net of Authorized Financial Aid and Memos” at the bottom of the page shows a zero or credit (negative) balance, you will only have the ability to clear your bill if your prior balance is from Winter or Fall semesters. If you have a balance from a semester or term prior to Fall semester 2020, you must pay the prior balance or contact the Student Accounts Office to discuss your delinquent account.

### **Using Financial Aid as a Credit on Your Bill**

If your authorized and memo'd financial aid on your bill does not completely cover your charges and you have a balance at the very bottom of your Account Detail for Term, you must pay the amount not covered by aid.

If you are expecting financial aid that you do not see as authorized or memo'd on your bill, you should access your Financial Aid information in Self-Service Banner to check the status of your aid. If you have any questions regarding your aid, please contact the Financial Aid Office at 717-477-1131 or [finaid@ship.edu](mailto:finaid@ship.edu).

If you are expecting **Federal Direct Subsidized or Unsubsidized loans**, and you are a first time borrower at SU, you must Accept your loans on <https://my.ship.edu> AND complete the Master Promissory Note (MPN) and Entrance Counseling at [www.studentloans.gov](http://www.studentloans.gov) before your aid will be deducted from your bill.

If you are expecting an **athletic scholarship** that is not reflected on your bill, you should contact your coach to determine the necessary steps to receive your scholarship.

If you have **outside scholarships or other financial aid** that are not displayed on your bill, print out a copy of the bill and mail or email it to Student Accounts with your scholarship letter or other proof of the aid, and the Student Accounts Office will clear your bill for you. Mail all scholarship checks to the Student Accounts Office. If a scholarship check is made co-payable to SU and to you, please be sure to endorse (sign) the check before mailing it to us.

If you plan to use **PA 529 funds**, first you should request the funds through the 529 program, and then inform the Student Accounts Office of the amount that you have requested. If you request the entire amount of your balance due, simply email Student Accounts at [studentacct@ship.edu](mailto:studentacct@ship.edu) and give us that information. If you request a partial amount, you should deduct that amount from your balance and pay the remaining amount. *Be sure to also email Student Accounts to let us know that you deducted 529 funds*; otherwise, we will continue to request payment in full.

If you are an **Academic Progress** student for financial aid purposes, after grades are posted in December, the Financial Aid Office will re-evaluate your aid and make any necessary adjustments to the authorized aid deducted on your bill. If your financial aid completely covers your bill, follow the instructions above to confirm your attendance and clear your bill by Jan 6. If the aid does not completely cover your bill, you will be responsible for paying any remaining balance by the bill due date.

If you completed a **Grade Level Change** Form in the Financial Aid Office and you are expecting additional spring financial aid, that additional aid will show as authorized on your online bill after grades are posted at the end of the fall semester.

**Loans for Part Time Students – Please note:** You must remain in 6 or more credits to be eligible for any federal loans. Loan amounts may vary based on the total number of credits scheduled in a semester.

**Schedules may be dropped (even those accounts with financial aid covering the entire bill) if the bill is not paid, if you have not enrolled in a payment plan, or if you have not confirmed your attendance for the semester. Do not rely on the "drop for non-payment" policy to cancel those classes that you do not plan to attend. You should drop unwanted course(s) online prior to or during the semester's drop period.**

### Also registered for Winter 2020 courses?

If you are registered for Winter courses, your winter charges will be reflected on your spring Account Detail for Term in “Net Balance for Other Terms”. Likewise, your spring charges will show on your winter Account Detail for Term in the same manner. Winter bills are due Nov 30. After you make your payment for winter term, your Spring Account Detail for Term will reflect your remaining spring balance (due Jan 12).

### Adding or Changing a Meal Plan

To add or change your meal plan:

- Login to [myShip](#) or <https://my.ship.edu> with your Ship email address and password.
- Go to **Student**
- Choose **Paying for College** in the dropdown
- Click on **View/Change Meal Plan**
- You should now be at the **MyHousing** page.
- Click on **Dining** in the navigation pane.

Complete instructions can be found at [http://www.ship.edu/Student\\_Accounts/Change\\_Meal\\_Plan/](http://www.ship.edu/Student_Accounts/Change_Meal_Plan/). After you change your meal plan, your on-line student account will be updated in real time in Self-Service Banner on **Account Detail for Term**. You can continue to pay your bill.

### Meal Plans for Off-Campus Students

Students are always billed for the meal plan they had the previous semester, even students who are moving off campus. *Make sure you review the meal plan on your bill and change it if you choose to do so.* Off-campus students may choose any meal plan or no meal plan.

### Employer Paying Your Bill?

If you will be receiving employer reimbursement for your spring tuition, you may apply for a deferment. Go to [http://www.ship.edu/Student\\_Accounts/Forms/](http://www.ship.edu/Student_Accounts/Forms/) to print an Employer Reimbursement Tuition Deferment Application. This requires signature from your employer so do not delay in completing the application. It must be received in Student Accounts by the bill due date of January 12, 2021 to avoid a late fee. Please note that **only tuition may be deferred**; all fees on your student account must be paid by you.

### International Students

Shippensburg University has partnered with [Flywire](#) to offer an innovative and streamlined way to make international tuition payments. Flywire’s mission is to save international students and their families money that would otherwise be lost on bank fees and unfavorable foreign exchange rates. With Flywire, you can pay from any country and any bank. You are also offered excellent foreign exchange rates, allowing you to pay in your home currency (in most cases) and save a significant amount of

money, as compared to traditional banks. For more information visit the Student Accounts website [International Students](#) page.

### **Special Note for Students from Saudi Arabia –**

If you have not done so, please update [myShip](#) with your local address and phone number as soon as possible. Please send your valid Financial Guarantee (FG) from the Saudi Arabia Cultural Mission (SACM) to [studentaccts@ship.edu](mailto:studentaccts@ship.edu) or submit to the Student Accounts Office in Old Main room 100. This form must be received by the Student Accounts Office **prior to the bill due date** to prevent a late fee on your bill. The effective and void dates on the FG must reflect coverage of the entire semester or term, from the start date to the end date, in order to be valid for the semester/term in which you are scheduled; otherwise, SACM will not pay for that semester/term. SACM requires that you have prior approval from your SACM counselor before scheduling an online class. When approval is received, please forward to [studentaccts@ship.edu](mailto:studentaccts@ship.edu) or submit to the Student Accounts Office. SACM pays for tuition and required fees. They do not pay for housing or a meal plan billed by Shippensburg University.

### **Housing Charges for New and Transfer Students**

New and Transfer students who requested suite housing may not have an assigned room at the time of billing. Those students will currently be billed \$3835 for housing. When a room is assigned, the billing amount will change to the appropriate cost associated with the suite unit. Residence hall pricing can be found on the [Student Accounts webpage](#). Any questions regarding room assignments should be directed to the [Housing Office](#) at 717-477-1701.

### **Information from the Registrar**

Very important information from the Registrar's Office regarding such things as schedule adjustment, drops and withdrawals, academic calendar dates and deadlines, graduation applications and much more can be found by clicking [this link](#) and also the [Semester Information](#) link. Please take time to review both of these pages.

#### **To View your Class Schedule**

- Login to the [myShip](#) portal or <https://portal.ship.edu>
- Click on the **Student** tab
- Click on **My Academics**
- Under **My Student Resources**, click on **My Class Schedule**
- Select a term and click **Submit**
- The **Student Detail Schedule** will pull up for you to review.

### **Financial Aid Disbursement and Refunds of Excess Aid**

Financial Aid (loans, grants, and scholarships) will begin disbursing approximately 10 days prior to the first day of the semester. The aid will then show as payments on your tuition bill. If your financial aid payments exceed your account balance, no later than 14 days from the date of disbursement you will see a refund on your student account. A refund check will be mailed to you to your *local* address, or

your refund will be direct deposited into your bank account. Refunds typically only take approx. 3-5 business days to process at the beginning of the semester.

**IMPORTANT NOTE:** Charges change as your schedule changes; therefore, if you add courses and incur additional charges after your aid disburses, **you may owe the university** the additional cost. Likewise, financial aid amounts may change if your schedule changes; therefore, your aid may be adjusted and you may owe a balance to the university, even if you originally received a refund. All financial aid is originally based on full time enrollment (12 credits undergrad/ 9 credits grad). Notify the Financial Aid Office if you will be a part time student. Aid will be re-evaluated and adjusted after the semester schedule adjustment period ends on Feb 3 which could potentially cause a balance due on your account.

### **Direct Deposit of Refunds**

All students are strongly encouraged to sign up for Direct Deposit to receive financial aid refunds directly to their bank accounts.

Save yourself the worry and hassle of your refund check getting lost in the mail and having to wait for a replacement check. Sign up for **Direct Deposit** by visiting the Student Accounts webpage - [https://www.ship.edu/student\\_accounts/deposit\\_for\\_student\\_refund\\_page/](https://www.ship.edu/student_accounts/deposit_for_student_refund_page/).

Simply print and complete a Direct Deposit Authorization form and mail or email it to the Student Accounts Office, along with a copy of a cancelled check and a **copy of your SU ID card**. Future refunds will then go directly to your designated bank account within 3 days of your refund being processed.

Please note that refunds that result from a Parent Plus loan will be mailed to the parent borrower as a paper check. We cannot issue Plus refunds to the parent's bank account; however, if your parent borrower requested on the loan application that the refund should go to you (the student), then the refund will go to your bank account, as long as you have signed up for direct deposit.

### **Refunds for Dropping Courses or Withdrawing from the Semester**

If you are enrolled in classes for the entire Spring semester, which runs January 27 – May 14, you will not be charged for any courses dropped through Feb 3 (the spring semester drop/add period). After that date, there is **NO REFUND** for withdrawn courses. If, however, you completely withdraw from the entire spring semester, your charges, including room and board, will be prorated based on the Spring 2021 [Refund Schedule](#).\*

*\*Note: This information pertains to courses with begin and end dates corresponding to the main spring semester. Courses in differing parts of term with differing start and end dates may have different drop periods and refund dates. See the [Refund Schedule](#) for additional details.*

### **Dates for Dropping Spring Courses with 100% Refund in Varying Parts of Term**

<b><u>Part of Term</u></b>	<b><u>Date Range for Course*</u></b>	<b><u>Last Day to Drop 100% Refund</u></b>
<b>1</b>	<b>1/27/21 – 5/14/21</b>	<b>2/3/21</b>

2	1/25/21 – 3/19/21	1/28/21
3	3/22/21 – 5/14/21	3/25/21
4	2/1/21 – 4/23/21	2/6/21
5	1/25/21 – 3/19/21	1/28/21
6	2/1/21 – 3/12/21	2/3/21
7	3/29/21 – 5/7/21	3/31/21
8	2/1/21 – 3/5/21	2/3/21
9	3/8/21 – 4/16/21	3/10/21
10	4/19/21 – 5/14/21	4/21/21
11	1/25/21 – 5/7/21	1/31/21

*\*You can see the "Date Range" for each of your classes when viewing your "Student Detail Schedule" in my.ship.edu.*

### **Questions??**

Go to [http://www.ship.edu/Student\\_Accounts/Student\\_Accounts\\_FAQs/](http://www.ship.edu/Student_Accounts/Student_Accounts_FAQs/) for answers to most billing and payment questions.

If you have other questions about your bill, please call or email us. Our office hours are Monday through Friday from 8:00 AM – 4:30 PM (and 8:00 – 4:00 during semester breaks). When calling the office, if you reach voicemail, feel free to leave a message. We return calls in the order in which they are received. Due to the heavy call volume, please do not delay and do not wait until the bill due date to contact Student Accounts. **To help us respond to your inquiries as quickly as possible, please have your SU ID number ready and please supply your SU ID number when emailing.**

**Due to COVID-19, visits to the office in Old Main 100 should be made By Appointment.**

If you have any questions, please contact the Student Accounts Office at 717-477-1211 or [studentaccts@ship.edu](mailto:studentaccts@ship.edu).