

# STUDENT BUSINESS SERVICES

## TOP 10 BILLING FAQ

### 1. When will I see my e-bill for Fall?

Students registered for classes by 7/31 will be billed on 8/1 and receive an email (to their UMBC email address) when e-bills are available online. Students registering in August will be billed on 9/1.

### 2. When will I see my housing and meal plan charges?

Housing and meal plan charges are dependent on housing assignment date. Most students will see tuition, housing and meal plan charges on the 8/1 e-bill. Students assigned to housing in August, will see their housing and meal plan charges on the 9/1 e-bill.

### 3. Will my financial aid apply automatically to my charges?

Yes. It will apply automatically provided you completed all requirements to receive your financial aid (beginning on 8/23 full-time students and 9/20 part-time students). You will see pending/anticipated aid on your e-bill.

### 4. Financial aid will disburse on 8/23 but my due date is 8/20, will I be charged a late fee?

If pending/anticipated aid shown on the 8/1 e-bill is enough to pay the total due, you will not be charged a late fee. If pending/anticipated aid is less than the total due, the difference must be paid by 8/20 to avoid late fees.

### 5. Do you offer a Monthly Payment Plan?

Yes. The 3-installment plan is available through 8/19. Sign-up today! For more information and to enroll in the plan, please click [here](#).

### 6. I will be a student in the fall but I haven't registered for courses yet, can I sign up for the payment plan?

Yes. To estimate your tuition and fees, room and board costs please click [here](#). If you need help estimating your budget, please [contact SBS](#).

### 7. How do I pay my bill?

Payments can be made via *myUMBC*. Select the Billing & Personal Finances Topic and Payments & Billing. Electronic checks (ACH), credit cards and campus card payments are accepted online. For more information, please click [here](#).

### 8. How do I pay less than the account balance on the e-bill?

To pay less than the total amount due online, simply remove the amount shown in the box to the right of the Account Balance (online, from the Payments & Billing link) and insert a different amount.

**9. How do I grant access to others who may need to view my charges and make payments on my behalf?**

To grant others access to view your e-bills and make payments on your account online (Parent PIN) please click [here](#).

*Coming Soon!* Profile Sharing of financial information.

**10. I'm expecting a refund, what do I need to know?**

Refunds for Fall '16 will begin to be available on 9/1 depending on your e-refund delivery selection.

**New Fall '16 students** – Look for bright green envelope in the mail and follow instructions to choose your refund delivery preference as soon as it arrives.

**Returning students with HigherOne accounts** – Please note that the e-refund provider for UMBC has changed to Customer's Bank (BankMobile Vibe). Continue to use your current e-refund card and access your funds as usual and look for updates regarding this change via your UMBC email. For more information about e-refunds, please click [here](#).

**I have a billing question that was not covered in this FAQ. What should I do?**

Submit your question to us by going [here](#) or call Student Business Services on (410) 455-2288.

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## **Financial Literacy - CashCourse**

Complete the self-paced course to increase your financial smarts and be entered to win a GoPro Hero 3!

That's right, earn a perfect score of 100% on the Final Assessment and be entered to win a GoPro. Didn't get a perfect score the first time? No problem! If you retake the assessment and score 100% by September 30th you will be automatically entered in the GoPro drawing. [Get started today!](#)

