HOW DO I RECEIVE MY BILL?

- Bills are sent electronically via email to the student’s Millersville University email address.
- Students can also allow parents to have access to billing information by giving them third-party authorization.
  - Billing notices are also emailed to anyone the student has designated as an authorized third party. This can include family, outside payment sources, and/or an alternate email address for the student.
  - Third-party authorization only allows access to billing and payment information – it does not allow the user to see schedule or grade information.

INSTRUCTIONS ON HOW TO VIEW YOUR ORIGINAL E-BILL

STUDENTS

- Students need to log into their myVILLE Student Portal online and click on the Finances tab.
- Click on View E-bill link located under the "It's Bill Time!" tab.
- Select the statement date of the E-bill you want to view and click "View Statement" to view the two-page document.
- Keep in mind that the e-bill is your initial billing statement and will never change! If you need updated billing information as of today, follow the instructions for "Viewing your Current Balance" section below.

PARENTS

- Authorized parents log into the Parent Payment Portal online.
- Select View Bill and Make Payment For ...
- Select the statement date of the E-bill you want to view and click View Statement to view the two-page document.
- You can print the bill for your records, then click on the “X” at the top of the bill to close it and return to the Pay Now option.
- Keep in mind that the e-bill is your initial billing statement and will never change! If you need updated billing information as of today, follow the instructions for How to View your Current Balance section below.

INSTRUCTIONS ON HOW TO VIEW YOUR CURRENT BALANCE AS OF TODAY

STUDENTS

- Students need to log into their myVILLE Student Portal online and click on the Finances tab.
- Click on Current Balance link located under the "It's Bill Time!" tab and select the term you want to view.
- Expected financial aid that did not show up on the original E-bill will show in Current Balance.
- If you changed your registration or housing status, added a meal plan, or signed up for the installment plan after the initial bill, those changes will be reflected as well.
- If you are viewing your Current Balance screen to see updated Financial Aid information, make sure you scroll down the page to reach the Authorized Aid and Net Balance sections.

PARENTS

- Authorized parents log into the Parent Payment Portal online.
- Click on Current Balance and select the term you want to view.
- Expected financial aid that did not show up on the original e-bill will show in Current Balance.
- If your student changed registration, housing status, added a meal plan, or signed up for the installment plan after the initial bill, those changes will be reflected as well.
TIPS FOR UNDERSTANDING YOUR BILL

IF THE AMOUNT YOU SEE IS A NEGATIVE NUMBER

• You will receive a refund because your financial aid is more than enough to cover your balance at the university. Sign up for Direct Deposit for a quicker and more secure delivery of your refund!
• If you are receiving a refund from your student loans, you can request to reduce your loans to lower your total loan debt! To reduce your loans, simply complete a Loan Request Change Form and email it to fa.mail@millersville.edu

IF THE AMOUNT YOU SEE IS ZERO (0)

• Your financial aid is exactly enough to cover your balance at the university. Remember to answer the Office of Student Accounts (OSA) survey to confirm your intent to attend this semester! The survey is accessible when you log into your myVILLE Student Portal.

IF THE AMOUNT YOU SEE IS A POSITIVE NUMBER

• You have a balance due to the university. To see what your exact charges are and what financial aid has been credited towards your bill, click on the red link “View Statement” – this will also give you a printable version of the bill if you need it.
• Make sure to resolve your bill with the Office of Student Accounts (OSA) by the bill due date to avoid receiving a $100 late fee and a hold on your registration.
• If you need additional aid options, please refer to the section below for Additional Payment Options

I DO NOT SEE ALL OF MY FINANCIAL AID CREDITED ON THE BILL, WHAT DO I DO?

CHECK TO SEE IF ALL OF YOUR FINANCIAL AID REQUIREMENTS ARE COMPLETED

• Log into your myVILLE Student Portal
  o Click on your MAX Account and select the Financial Aid tab.
  o Choose My Eligibility and select the 2021-2022 Aid Year.
  o In the box labeled Unsatisfied Requirements you can select each requirement to fill out online. If a physical form is requested, you may click on the link and print out the form. All documents can be returned to the Office of Financial Aid or submitted though e-mail or fax.
• If no requirements are showing or if you have questions about how to complete your requirements, you may contact the Office of Financial Aid at 717-871-5100.

CHECK TO MAKE SURE YOU ACCEPTED YOUR OFFERED LOANS

• Log into your myVILLE Student Portal
  o Click on your MAX Account and select the Financial Aid tab.
  o Choose My Awards > Award by Aid Year and select the 2021-2022 Aid Year
  o Click on the tab Accept Award Offer
  o Use the drop-down box to accept your offered loans. Make sure to complete for ALL semesters.

I NEED ADDITIONAL AID TO COVER MY BILL, WHAT ARE MY OPTIONS?

If you need additional funding to help cover your bill, you can start looking into your different options:

• Cash Payment: Make a payment in full for the semester bill.
• Payment Plan: Set up a Semester Installment Payment Plan
• Federal Parent PLUS Loan: 2021-2022 Applications are available now!
• Private/Alternative Student Loans: 2021-2022 applications are available now!
BILL DUE DATES

Fall bills are due August 4th, 2021
• If your bill is not paid or you have not secured enough financial aid to cover your balance due by this date, you will be subject to a $100 late fee.
• If you have not resolved your balance prior to the start of the semester, your course schedule may be cancelled.

Spring bills are due December 15th, 2021
• If your bill is not paid or you have not secured enough financial aid to cover your balance due by this date, you will be subject to a $100 late fee.
• If you have not resolved your balance prior to the start of the semester, your course schedule may be cancelled.

COMMON PAYMENT TYPES ACCEPTED

If you do not plan to apply for additional loans to cover your bill, there are many other payment types accepted by the Office of Student Accounts (OSA).
• Electronic check (online, free of charge, shows immediately)
• Credit/debit card (online, has a processing fee based on the percentage of the amount paid, shows immediately)
• Check or money order (via mail or in-person delivery, posted to account upon receipt)
• Cash (in-person delivery only, posted to account upon receipt)
• TAP checks (email to osa@millersville.edu a copy of the confirmation showing $ amount being sent directly to MU and include student M# in email if not on confirmation – it can take up to 6 weeks for us to receive these checks and having the confirmation allows us to note and credit the account without waiting for the check to arrive)
• FlyWire (online option for payment with international funds)

WHEN WILL FINANCIAL AID PAY TO MY ACCOUNT?

Financial aid awards, even though approved, will not actually pay onto your account until after the add/drop period for the semester. This means your account may still show a balance due until the funds have been received. Financial aid awards will, however, be used as a credit towards your bill.
• The Office of Student Accounts will give a student credit for financial aid that has been approved and is set to disburse at the beginning of the semester.
• If you have enough financial aid in place to cover your bill, there is nothing further for you to do at this time.
• If you do not have enough financial aid to cover your bill, you must resolve your bill with the Office of Student Accounts by the bill due date each semester to avoid receiving a $100.

QUESTIONS?

I HAVE QUESTIONS ABOUT MY CHARGES
• Contact the Office of Student Accounts (OSA) at 717-871-5101, Tuesday through Thursday from 9:00am-3:00pm.

I HAVE QUESTIONS ABOUT MY FINANCIAL AID
• Contact the Office of Financial Aid (OFA) at 717-871-5100, Monday through Friday from 8:00am-6:00pm.