

# UNDERSTANDING YOUR BILL & FINANCIAL AID

## HOW DO I RECEIVE MY BILL?

- All billing is accessible through [SAM](#), the Student Account Manager. SAM allows you to:
  - View your Current Balance
  - Make Payments
  - Sign up for Payment Plans
  - Authorize 3<sup>rd</sup> Party Access
  - Sign up for Direct Deposit & Update Refund Information
  - Access On Demand Statements
  - View 1098-T
- Bills are sent electronically via email to the student's Millersville University email address one time per semester. Updates to billing or the most current view of charges can be viewed through SAM > On Demand Statement.
- Students can also allow parents to have access to billing information by giving them [third-party authorization](#).
  - Authorized third parties can include a family member, friend, outside payment source, and/or an alternate email address for the student.
  - Anyone granted third -party access will also be emailed an initial billing statement with updates accessible through SAM and will have access to payment information. Class schedules and grades are not shared.

## INSTRUCTIONS ON HOW TO VIEW YOUR BILL

### STUDENTS

- All billing statements available online through Student Account Manager (SAM)
- Students can go directly to [millersville.edu/sam](http://millersville.edu/sam) or they can log into their [myVILLE Portal](#) online and click on the *Finances* tab; then Student Account Manager (SAM).
- Once logged into SAM, click "View Activity" to view your balance by term.
- Click each individual term listed for details.
  - If you do not see your expected financial aid listed, check your Financial Aid Requirements in your [myVILLE Portal](#) under the Finances tab to ensure you do not have items to complete. Unsatisfied requirements can delay the processing and disbursement of financial aid.
  - If you changed your registration, housing status, added a meal plan, or signed up for the installment plan after your initial bill, all changes will be reflected under your current balance.
- If you need to view previous statements, please refer to the On-Demand Statement section on SAM.

### PARENTS | 3<sup>rd</sup> PARTIES

- Authorized parents log into the Student Account Manager (SAM) directly at [millersville.edu/pay](http://millersville.edu/pay). Or go to [MU Logins > Payment Portal](#); then select [Authorized User Portal](#).
- Once logged into SAM, click "View Activity" to view your balance by term.
- Click each individual term listed for details.
  - If you do not see the expected financial aid listed, have the student check their Financial Aid Requirements in their [myVILLE Portal](#) under the Finances tab to ensure they do not have items to complete. Unsatisfied requirements can delay the processing and disbursement of financial aid.
  - If you changed your registration, housing status, added a meal plan, or signed up for the installment plan after your initial bill, all changes will be reflected under your current balance.
- If you need to view previous statements, please refer to the On- Demand Statement section on SAM.
- For more information on Third Party Authorization, go to the [Office of Student Accounts](#) website for instructions!

# 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](mailto: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 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 payment extension 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 Portal](#)
  - Click on your *MAX Account* and select the *Financial Aid* tab.
  - Choose *My Eligibility* and select the current Aid Year.
  - 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 through 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 Portal](#)
  - Click on your *MAX Account* and select the *Financial Aid* tab.
  - Choose *My Awards > Award by Aid Year* and select the current Aid Year
  - Click on the tab *Accept Award Offer*
  - 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 Plan with the Office of Student Accounts.
- **Federal Parent PLUS Loan:** Applications are available May 1 year.
- **Private/Alternative Student Loans:** Applications available May 1 each year.

# OTHER IMPORTANT INFORMATION ABOUT YOUR BILL & FINANCIAL AID

## BILL DUE DATES

**Fall bills are due the first day of the scheduled academic term.**

- 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 payment extension fee.

**Spring bills are due the first day of the scheduled academic term.**

- 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 payment extension fee.

## 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/529 checks (email to [osa@millersville.edu](mailto: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)
- Transfermate (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 payment extension fee.

## QUESTIONS?

### I HAVE QUESTIONS ABOUT MY CHARGES

- Office is open Monday through Friday from 8:30am-4:00pm, with extended phone hours available.
- Contact the Office of Student Accounts (OSA) at 717-871-5101, Monday through Friday from 8:00am-6:00pm.

### I HAVE QUESTIONS ABOUT MY FINANCIAL AID

- Office is open Monday through Friday from 8:00am-4:30pm, with extended phone hours available.
- Contact the Office of Financial Aid (OFA) at 717-871-5100, Monday through Friday from 8:00am-6:00pm.

