

Billing and Payment Frequently Asked Questions!

How do I get my bill, and when is it due?

A statement listing actual charges and financial aid credits for the term will be generated and posted to DUPay, our online tuition payment portal. An email will be sent to your DU email address each time a statement is posted. Due dates can be found at <http://www.du.edu/bursar/tuition/>

Where can I pay my tuition, and can I pay with a credit card?

Tuition can either be paid online through the DUPay portal (with a personal checking or savings account), by a check that is mailed to our office, or by stopping in and paying with a check or cash. Tuition and fees cannot be paid with a credit card.

Do you have a payment plan?

The University of Denver offers payment plan options to pay your tuition and fees. Quarterly payment plans are available for undergraduates. The application fee is \$20 per quarter. More information can be found at <http://www.du.edu/bursar/payment-plans/>

What is a Billing Agreement, FERPA or Authorized User, and do I need all three?

1. Billing Agreement - All students at the University of Denver are required to sign a yearly Billing Agreement. You will not be permitted to complete registration until you electronically sign this agreement. A registration hold is placed on your account until the agreement is signed. To view this hold and complete the agreement, please login to PioneerWeb. Once there, click the **Student** tab, and navigate to **My Statement | Billing Agreement**.
2. FERPA (Family Education Rights and Privacy Act of 1974) – A FERPA release must be completed to allow academic/billing information to be shared with persons of your choice, such as your bill payer. This will allow those you designate to inquire on the phone/email or in person about charges on your tuition bill. This is separate from DUPay authorized users. For more information visit: www.du.edu/registrar/privacy/
3. Authorized Users - DUPay allows you to share your DU tuition account information with multiple authorized users. Authorized users can log into DUPay to view your student account balance and make payments on your behalf. You also have the option to give authorized users access to your statement and payment history. Authorized users **DO NOT** have access to your stored payment methods, academic records or other personal information, and you do not have access to your authorized user's stored payment information. Authorized users are not able to call or email the University and inquire about charges on your statement unless they are also designated on your FERPA release.

Why is the bill the same from 12 to 18 credit hours?

The University of Denver offers a flat tuition rate equal to 12 credit hours for undergraduate students enrolled in 12-18 credit hours per term.

When are holds and late fees generated?

Financial holds are placed on student accounts when they become 30 days past due. After the overdue balances are paid in full, holds will be lifted. Financial holds prevent registration for future terms, and the receipt of official transcripts and diplomas. Late payment fees may be assessed on accounts with past due balances on the first of each month.

When can I expect my financial aid refund?

Refund dates are posted on the Bursar's Office website at <http://www.du.edu/bursar/tuition/refunds.html>

Will I get a refund if I drop a class?

Students that plan on withdrawing or dropping classes need to familiarize themselves with the University's drop deadlines. If a student drops a course or withdraws from the University after the published dates, they will still be responsible for tuition. A calendar of the University's drop deadlines can be found at <http://www.du.edu/registrar/calendar/>. Students taking 12-18 credit hours may not receive a refund after dropping a class if total credits remain within the flat rate.

What is the technology fee charge?

Technology fees are charged to maintain wireless internet connectivity and university websites, such as PioneerWeb, and Canvas.

What does the student activity fee cover?

Student activity fees pay for campus activities, certain sporting events and other general student-related services.

How do I waive the health insurance?

*Health insurance can be waived through PioneerWeb. Once there, click the **Student** tab, and navigate to Advising Registration Tools | Accept/Waive Health Insurance.*

Can I waive the health and counseling fee?

The health and counseling fee cannot be waived by undergraduate students. The fee is charged to students registered in 6 or more credit hours. The health fee reduces the cost of Health & Counseling Center visits, routine labs and prescriptions. For more information on coverage, visit the Health & Counseling Center website <http://www.du.edu/health-and-counseling-center/>

How do I apply for Financial Aid?

To apply for financial aid, you must first fill out a Free Application for Federal Student Aid (FAFSA) form. For more information, visit <http://www.du.edu/financialaid/undergraduate/apply/>

I applied for Financial Aid; why is it not reflected on my bill?

Financial aid disburses 10 days before the start of the quarter. Your award may still be in process, or there may be outstanding requirements. Check the status of your financial aid award on the Student tab of PioneerWeb.

Where is the ID Card Office located?

The ID Card Office is located on the lower level of Driscoll Center South, below the DU Bookstore.

What is the Flex Account, how do I put money on the card, and how do I check the balance?

*The Flex account is DU's flexible spending (debit) account. This account provides security and convenience. You need not carry cash, as your DU ID Card can be used to make purchases on and off campus for a variety of products and services. You can make deposits online with a credit card, or in the ID Card Office with cash or check. The minimum deposit required is \$1.00. To check your Flex account balance, go to <http://www.du.edu/pioneercard/> and click **Use Your ID Card** on the top menu, then **Flex Account** from the menu on the left.*

What is the difference between Flex, Meal Plan Cash, and meal plans?

1. *Flex is an account that you make deposits into and can be used at merchants both on and off campus (flex funds have no expiration date).*
2. *Meal Plan Cash is included as part of your meal plan and cannot be used off campus. It can only be used for purchases at on-campus food service locations (meal plan cash expire at the end of each term). Meal plans are required for all first-year and second-year students.*

What happens if I lose my DU ID Card, and how much is it to replace it?

If your DU ID Card is lost or stolen, deactivate the card immediately online or in person at the ID Card Office. For more information, visit <http://www.du.edu/pioneercard/newcard/replacement.html>. The replacement fee is \$30 for a lost card and \$15 for a damaged card. Replacement cards are produced in the ID Card Office in about 5 minutes. The fee for a lost RTD card is \$10.

How do I change my meal plan or housing?

To make changes to your housing or meal plan, visit <http://www.du.edu/housing/>. There is a deadline each quarter for changes.