



## Policy 2.27 Student Financial Services Policies

**Responsible Official:** VP for Finance  
**Administering Division/Department:** Student Financial Services  
**Effective Date:** March 22, 2007  
**Last Revision:** March 28, 2007

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### Policy Details

#### 2.27.1 Student Accounts

Upon entrance to Emory University, an account is created for each student. This account will remain with the student during their entire enrollment at the university. All university charges, financial aid and payments pass through this account. Secure 24-hour access to this financial information is provided through the OPUS student system. Every student is strongly encouraged to familiarize him or herself with the OPUS system and specifically his or her student account information.

In addition, the Student Financial Services menu within OPUS provides several online activities related to this account. Students can make a payment to their account, sign up for direct deposit of a refund, enroll in the Emory Payment Plan and print current or previous billing statements. Students can check the status of any activity (i.e. is the account cleared for registration), without having to phone or visit the main office.

#### 2.27.2 Third Party Billing

If a third party (i.e., outside agency, corporation or Prepaid Tuition Program) will be paying all or part of your tuition and fees, and the third party requires a bill or invoice to be mailed directly from Student Financial Services, a written authorization form must be received from the third party twenty-one days prior to registration for each term. This authorization form can be requested from our office at any time. Students should be reminded not to send their student bill to their sponsor, but ensure that the authorization forms have been completed and are on file in Student Financial Services. Most state prepaid tuition programs send a roster of eligible students to the University and this will suffice as the authorization form. It is recommended that the student contact our office to ensure his or her name appears on the program roster.

Once the authorization form is complete students will be given temporary credit on their account in the amount of the agreement. The student retains the responsibility for on-time payment of their account. If payment is not received in a timely fashion, the credit will be removed, and the student will be charged for the remaining balance which may then include finance charges. Questions regarding this process can be forwarded to our Third Party Payment Coordinator at 404-712-8726.

##### 2.27.2.1 Examples of Third Party Payment Sponsors at Emory:

Florida PrePaid Tuition Program, Center for Disease Control, U.S. Navy, Department of Health and Human Services, Coca Cola Company, Home Depot Intel, Lucent Technologies, General Motors Corporation, Singapore Management, Verizon.

#### 2.27.3 Online Services

Within the OPUS Student Information System, there are several online processes maintained by Student Financial Services. Under the Finances Account menu, students can:

- Make a payment to their student account.
- Enroll in a payment plan.
- Set up the direct deposit of a Financial Aid refund.
- Create a third party email address.

- Turn off the printing of their paper billing statement.
- Retrieve a copy of 1098t form.
- Apply for a Courtesy Scholarship (employee benefit).
- Deposit money on EmoryCard.
- View and print 12 months of billing statements.
- Check account balance due.
- Check registration clearance status.
- Update billing address.

These services are maintained around the clock and can be accessed by students from any computer location.

#### **2.27.4 Tax Documents**

Several tax benefits are available to help families meet the cost of postsecondary education. These tax benefits are intended to help students and their parents fulfill a variety of educational objectives. Taxpayers can claim one or, in some cases, two tax credits for expenses they pay for postsecondary education for themselves and their dependent children. These tax credits can directly reduce the amount of federal income tax. The Hope Scholarship Credit is available on a per-student basis for the first two years of postsecondary education, while the Lifetime Learning Credit applies on a tax-return basis and covers a broader time frame and range of educational courses.

Certain information (eg., the 1098T form) that you will need to determine your eligibility for either of these credits must be provided by Emory University for each tax year. In addition, if you have paid any interest on a Campus Based or Emory Loan during the tax year, a 1098E form will also be generated.

##### **2.27.4.1 1098T & 1098E Processing**

Student Financial Services will mail a 1098T form (tuition payments) and 1098E form (student loan interest) to all students who have paid tuition or student loan interest. The forms will be mailed by January 31 each year to the student's home address.

#### **2.27.5 Student Communication Policy**

Email is the primary medium for official communication with students at Emory University. Each registered student is assigned an official email address by the University. All University communications sent via email will be sent to this address. Students are expected to maintain their accounts and check their email regularly so that new mail will be properly received and read. Certain communications may be time-critical. While students may redirect email from their official University email address to another address (e.g., @hotmail.com), the University is not responsible for the delivery of email by other service providers.

This policy has been approved by the Council of Deans and the President's Cabinet of Emory University. (2004)

#### **2.27.6 Emory Payment Plan**

Emory University offers the Emory Payment Plan (EPP) as an alternative method for paying tuition, room, and board for fall and spring semesters. The plan allows academic expenses not covered by scholarships, loans, or other financial aid to be paid in four equal installments per term. Some specific charges, (i.e. fraternity dues, parking permit) are not eligible for the plan and must be paid as billed. The payment plan is not offered for the summer term. There is also a \$30 nonrefundable fee, per semester, to apply for the payment plan. This fee is applied to the second payment of the plan.

#### **2.27.7 Financial Holds/Cancellation**

The policy of Emory University states that a student is not allowed to register for a subsequent semester until all past due financial obligations are paid. When a student account has an overdue balance, an indicator is placed on the account, notifying the Registrar and other offices. In addition to preventing future registration, this indicator may also prohibit access to University services. The University Registrar may not furnish transcripts or diplomas if a student is delinquent in paying student account or loan obligations.

Please note: for questions regarding transcripts, enrollment or registration, please contact the Registrar's Office.

#### **2.27.8 "Insufficient Funds" Checks and Returned Online Payments**

All returned checks are re-deposited once. If the check still fails to clear, a \$15 fee is assessed to the student's account. Most often returned checks are marked "insufficient funds." If the insufficient funds check is for an initial registration payment, the student may have his or her classes canceled. Students/parents are urged to contact Student Financial Services if they have an insufficient funds check. After three insufficient funds checks, the student/parent will be required to make further payments with cash, cashier's check, or money order. A hold may also be placed by Student Financial Services on the cashing of personal checks at the cashier's office. If an online payment is marked insufficient funds or Account Not Found, a \$15 service fee is posted to the student account and the attempted payment is reversed. An enrollment hold may also be placed on the student account by the Registrar until the balance has been paid.

### 2.27.9 Complete Withdrawal

A student may completely withdraw from Emory with permission from the appropriate school dean. Unofficial withdrawal results in 100 percent forfeiture of tuition. When officially withdrawing, the student may be eligible for a refund or partial refund depending upon the date of withdrawal. Refunds are only processed for complete withdrawal. Financial aid awards that pay part or all of the student charges are prorated accordingly. Refunds for federal aid (Title IV) recipients will be prorated in accordance with federal regulations. No refunds are issued until all semester charges are paid in full. See the Emory Tuition Adjustment schedule for details.

### 2.27.10 Web Based Emergency Loan Procedure

#### Instructions for processing Emergency Loans for students

This process has been automated to eliminate paperwork and decrease the time necessary for a student to receive funds. Security has been preset for those authorized to award an emergency loan within each school or department. If you wish to have additional staff added to authorize loans, please send an email with your request to Michael Jacobenta, mjacu01@emory.edu.

1. To authorize funding and create the promissory note, go to: <https://www.finance.emory.edu> / and hit the "Payments" tab. You will find the link for Emergency loans under "Payment Types."
2. Enter the Emory Network Id of the student, usually the first 5 or 6 letters of the student's Emory email address (this can be found through the "find people" function of the Emory University home page). Hit Inquire.
3. This screen will prompt you to review the selected student and choose the appropriate fund for the Emergency Loan (some schools may have more than one fund listed). After review and selection hit "Continue"
4. You will be prompted to complete the necessary information for the promissory note such as due date, amount of loan and address of student. When all information has been provided, hit "Create Promissory Note."
5. Review the Promissory Note. All relevant data should populate the note automatically. Make sure the amount is correct and you are using the appropriate fund (especially for those schools that have multiple funds available).
6. Print the Promissory Note. Once printed, do the following:
  1. Sign the note as the authorizing official.
  2. Have student sign the note.
  3. Deliver note (via student or self) to the Student Financial Services. If delivered by 3pm, student will have check available the next morning. Reminder: emergency loan checks cannot be mailed to student. They must be picked up by student with ID.

#### Related Links

- Current Version of This Policy: <http://policies.emory.edu/2.27>
- [OPUS](http://www.opus.emory.edu)(<http://www.opus.emory.edu>)
- [Student Financial Services](http://www.emory.edu/studentfinancials) (<http://www.emory.edu/studentfinancials>)

#### Contact Information

Subject	Contact	Phone	Email
	Student Financial Services	404-727-6095	student.financials@emory.edu

#### Revision History

No previous versions of this policy were found.