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STUDENT FINANCIAL SERVICES
New Student Checklist
auburn.edu/sfs

This is where you can find this presentation online.
Agenda

• Student Financial Services
• New Student Checklist
• Where to Access E-Bill
• eBill Examples
• Important Dates
• Payment Plan
• Financial Release of Information
• Authorized User for ebill system
• Making Payments
Agenda (cont)

• Direct Deposit Information
• Prepaid tuition notification (such as PACT, FL Prepaid)
• Auburn Family Portal
• Tuition Calculator
• Tuition Insurance
• Dropping classes after semester starts
• What We Wish Students/Parents Had Known
Student Financial Services

• Student Financial Services (SFS) departments
  – Financial Aid
  – Billing Department
  – Cashiering
  – Third party billing
  – Account Services
Student Financial Services

- The Billing Department is a centralized billing office. Charges are received from various departments for student billing purposes.
- Items charged to the student’s billing account other than tuition:
  - Housing (and housing related fees), meal plans, parking passes, parking tickets, printing charges from some Departments, Panhellenic fees, pharmacy prescriptions, football tickets (not billed until the September bill!), counseling services fees, Student Alumni Association, All Access Course bookstore charges, CWE fees, ID cards, etc
  - Questions on charges other than tuition should be directed to the appropriate department
Where and How Students Access eBill

Go to: www.auburn.edu
Where and How Students Access eBill

Fill in User Name and Password
Where and How Students Access eBill

Click on My Finances
Where and How Students Access eBill

[Diagram showing step-by-step instructions for accessing eBill]
Where and How Students Access eBill

Viewing Statement

Announcement

Debit and credit card payments will be assessed processing fee beginning in December 2019.

Students who previously used a credit or debit card to pay university e-bills, including tuition, should consider alternative methods of payment to avoid a fee that will be assessed to cover the third-party cost of processing those payments. This 2.85% fee, effective December 1, 2019, is initiated by a third-party payment processor, and Auburn does not receive any portion of the fee. Auburn continues to offer several user-friendly methods of paying tuition for those who choose not to use a credit or debit card, which include check, e-check and cash. These payments carry no additional fees.

Student Account

ID: [Redacted]

Balance: $0.00

Statements

Your latest eBill Statement
(4/18/20) Statement: $0.00

Your latest 1098-T Tax statement
2019 1098-T Statement

Click Statement
Where and How Students Access eBill

Another way to view Statement

Click My Account for drop down box, then click on Statements.
Where and How Students Access eBill

Viewing Statements

Click statement date you want to view and then click “View”
eBill Examples

• IMPORTANT!!!!
  – Make sure your pop up blocker is OFF so that you can pull the actual statement.
  – Student loans will stay under Estimated Financial Aid on the statements until after they are transferred to the e-Bill (about a week before school starts).
  – They will only transfer IF the student has ....
    • Accepted the loan(s) on Auburn’s system AND
    • Completed the Entrance Counseling AND Master Promissory Note at www.studentloans.gov
eBill Examples

• IMPORTANT!!!!
  – If student loan requirements not completed within a reasonable time frame, they will drop off “Estimated Financial Aid” on statement.
  – By filling out the FAFSA, any eligible aid including loans are posted on the financial aid award. If students know that they don’t want the loans, go ahead and decline them.
Terms codes

• Term codes:
  – 202110 = Fall 2020
  – 202120 = Spring 2021
  – 202130 = Summer 2021
## eBill Examples

Reynolds, Mike  
Student ID# 902251977  
Statement Date: 07-16-2021  
Due Date: 08-06-2021

Auburn University  
Office of Student Financial Services  
203 Mary Martin Hall  
Auburn University, AL 36849-5119  
(334) 844-4634

<table>
<thead>
<tr>
<th>Transaction Date</th>
<th>Code</th>
<th>Description</th>
<th>Charge</th>
<th>Credit</th>
</tr>
</thead>
<tbody>
<tr>
<td>07-10-2020</td>
<td>202110</td>
<td>Previous Account Balance</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>---CURRENT CHARGES/PAYMENTS---</td>
<td></td>
<td></td>
</tr>
<tr>
<td>07-10-2020</td>
<td>202110</td>
<td>Dining Plan</td>
<td></td>
<td>350.00</td>
</tr>
<tr>
<td>07-10-2020</td>
<td>202110</td>
<td>Tuition Resident Undergraduate</td>
<td></td>
<td>5,898.00</td>
</tr>
<tr>
<td>07-10-2020</td>
<td>202110</td>
<td>PACT 20F / 202110</td>
<td></td>
<td>5,332.51</td>
</tr>
</tbody>
</table>

<p>| CURRENT DUE      | $ 915.49 |
| TOTAL ACCOUNT BALANCE | $6,248.00 |</p>
<table>
<thead>
<tr>
<th>Transaction Date</th>
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<th>Description</th>
<th>Charge</th>
<th>Credit</th>
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<tr>
<td>07-10-2020</td>
<td>202110</td>
<td>Previous Account Balance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>07-10-2020</td>
<td>202110</td>
<td>---CURRENT CHARGES/PAYMENTS---</td>
<td></td>
<td></td>
</tr>
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<td>07-10-2020</td>
<td>202110</td>
<td>Dining Plan</td>
<td>350.00</td>
<td></td>
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<td></td>
</tr>
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<td>202110</td>
<td>PACT 20F / 202110</td>
<td>5,332.51</td>
<td></td>
</tr>
<tr>
<td>07-10-2020</td>
<td>202110</td>
<td>Scholarship</td>
<td>4,000.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>CURRENT DUE</td>
<td>$ 0.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>TOTAL ACCOUNT BALANCE</td>
<td>$6,248.00</td>
<td></td>
</tr>
</tbody>
</table>
## eBill Examples

Reynolds, Mike  
Student ID# 902251977  
Statement Date: 07-16-2021  
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<th>Charge</th>
<th>Credit</th>
</tr>
</thead>
<tbody>
<tr>
<td>07-10-2019</td>
<td>202110</td>
<td>Previous Account Balance</td>
<td>25.00</td>
<td></td>
</tr>
<tr>
<td>07-10-2019</td>
<td>202110</td>
<td>---CURRENT CHARGES/PAYMENTS---</td>
<td></td>
<td></td>
</tr>
<tr>
<td>07-10-2019</td>
<td>202110</td>
<td>Dining Plan</td>
<td>1,100.00</td>
<td></td>
</tr>
<tr>
<td>07-10-2019</td>
<td>202110</td>
<td>Tuition Non-Resident Undergraduate</td>
<td>15,978.00</td>
<td></td>
</tr>
<tr>
<td>07-10-2019</td>
<td>202110</td>
<td>Village Rent - Double Room</td>
<td>5,000.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>$$$ESTIMATED FINANCIAL AID$$$</td>
<td></td>
<td></td>
</tr>
<tr>
<td>07-10-2019</td>
<td>202110</td>
<td>Subsidized Direct Loan</td>
<td>2,730.00</td>
<td></td>
</tr>
<tr>
<td>07-10-2019</td>
<td>202110</td>
<td>Federal Pell Grant</td>
<td>2,887.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>CURRENT DUE</td>
<td></td>
<td>$16,486.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TOTAL ACCOUNT BALANCE</td>
<td></td>
<td>$22,103.00</td>
</tr>
</tbody>
</table>
Important Dates

• First Fall **Bill** Date - July 16, 2021
• First Fall **Due** Date - August 6, 2021
  – Must pay at least 50% by August 6, 2021 or class schedule will be dropped
• Second Fall **Bill** date – August 12, 2021
• Second Fall **Due** date – September 3, 2021

Annual Billing Schedule can be found at www.auburn.edu/billing
Types of Payments accepted

• Online
  – E-check
  – Debit/Credit (VISA/MC/AM EX/DISCOVER)

• In office
  – Check or cash

EFFECTIVE 12/1/2019 – For payments made by debit/credit cards, a 2.85% convenience fee will be paid to our payment servicer (TouchNet).
Payment Plan

• **Deferred Payment Plan Option through Auburn University**
  
  – You can divide the **FIRST** official bill of the *semester* into two half payments. First bills of the semester are issued in **July** (Fall semester), **November** (Spring semester), and **April** (Summer semester).

• **There is no notification of this. When you make a payment, just divide amount in half and that is what you will type in.**
Payment Plan

• Optional Prepayment Plan Option through TMS

  – In partnership with Nelnet Campus Commerce [formerly Tuition Management Systems (TMS)] you can pre-pay your semester charges. Visit auburn.afford.com or call 800-722-4867 for more information.
Authorizations
Student gives to parents

• There are two authorizations for Student Financial Services. Giving access to one does not give you access to the other. Student must do both!

  1. Financial Information Release
     Authorizes SFS to discuss eBill/financial aid

  2. Authorized user in eBill system
     Gives authorized user access to student’s eBill account
Authorizations
Student gives to parents

Financial Information Release

WHEN CALLING IN PLEASE HAVE THE STUDENT’S ID # (90XXXXXXXX) OR SSN!
Complete Financial Release Information
Click Update Financial Information Release
Complete Release of Information Statement

It is already checked “Yes”. Click Submit.
Add Authorized User
Add Authorized User

Click Authorized Users
Add Authorized User

From this page, you can give others (parents, employers, etc.) the ability to access your account information. In compliance with the Family Educational Rights and Privacy Act of 1974 (FERPA), your student financial records may not be shared with a third party without your written consent. Adding an authorized user is your written consent that an individual may view your account information and make payments on your behalf. Please note that authorized users DO NOT have access to your stored payment methods, academic records, or other personal information.

**Authorized Users**

**Current Authorized Users**

When you delete an authorized user, that person will no longer be able to make payments to your accounts. Any scheduled or automatic payments by that person that have not already been applied will be cancelled.

<table>
<thead>
<tr>
<th>Full name:</th>
<th>E-mail address:</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Edit</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Edit</td>
</tr>
</tbody>
</table>

**Add Authorized User**

Click on ‘Add Authorized User’
Add Authorized User

You can give others (parents, employers, etc.) the ability to access your account information. In compliance with the Family Educational Rights and Privacy Act of 1974 (FERPA), your student financial records may not be shared with a third party without your written consent. Adding an authorized user is your written consent that an individual may view your account information and make payments on your behalf. Please note that authorized users DO NOT have access to your stored payment methods, academic records, or other personal information.

Email address of the authorized user

Would you like to allow this person to view your billing statement and account activity?
Would you like to allow this person to view your 1098-T tax statement?
Would you like to allow this person to view your payment history and account activity?

Review to see if you want authorized user access to all three. Click Continue.
Add Authorized User

Agreement to Add Authorized User

I hereby authorize Auburn University to grant [redacted] full access to my accounts, including ability to view all billing statements, payment history, and/or make payments accordingly. My payment methods and credit card and/or checking account information will remain confidential and hidden from all other users. I understand that I am still primarily responsible for ensuring that all my accounts are paid on time and in full.

This agreement is dated Wednesday, June 14, 2017.

For fraud detection purposes, your internet address has been logged:

131.204.33.158 at 6/14/17 9:44:29 AM CDT

ANY FALSE INFORMATION ENTERED HEREON CONSTITUTES AS FRAUD AND SUBJECTS THE PARTY ENTERING SAME TO FELONY PROSECUTION UNDER BOTH FEDERAL AND STATE LAWS OF THE UNITED STATES. VIOLATORS WILL BE PROSECUTED TO THE FULLEST EXTENT OF THE LAW.

Please check the box below to agree to the terms and continue.

☐ I Agree

[Continue] [Print Agreement] [Cancel]

Click “I Agree” and “Continue”
Add Authorized User

Thank you. We have sent an e-mail to [obscured] with instructions on how to log in and view your billing information. This person will log in using the e-mail address you provided.

(Note: If the e-mail delivery fails for some reason, a notification MAY be sent to your e-mail address on record.)

From this page, you can give others (parents, employers, etc.) the ability to access your account information. In compliance with the Family Educational Rights and Privacy Act of 1974 (FERPA), your student financial records may not be shared with a third party without your written consent. Adding an authorized user is your written consent that an individual may view your account information and make payments on your behalf. Please note that authorized users DO NOT have access to your stored payment methods, academic records, or other personal information.

<table>
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<tr>
<th>Full name:</th>
<th>E-mail address:</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>[obscured]</td>
<td>[obscured]</td>
<td></td>
</tr>
<tr>
<td>[obscured]</td>
<td>[obscured]</td>
<td></td>
</tr>
<tr>
<td>[obscured]</td>
<td>[obscured]</td>
<td></td>
</tr>
</tbody>
</table>

Confirmation that Authorized User Will Be Sent an E-mail.

Student can also edit/delete Authorized Users.
Add Authorized User

1st email to authorized user

Hello and welcome!
The student listed below has granted you online access to his or her billing information. You can now make payments on behalf of this student, schedule, automate future payments, and more. To access the student’s account, please visit ebill.auburn.edu and log in using the username shown below. For security, we are sending the initial password for this account in a separate message. 

Note: Please email itservicedesk@auburn.edu for username and/or password issues.

ACCESS INFORMATION

Student Name: 
Username: 

Sincerely,
Auburn University Billing Department
Office of Student Financial Services
203 Mary Martin Hall
Auburn University, AL 36849-5119
(334) 844-4634

ebill@auburn.edu
www.auburn.edu/sfs
Hello and welcome!
The student listed below has granted you online access to his or her billing information. You can now make, schedule, and automate payments on behalf of this student. To access the student’s account, please visit ebill.auburn.edu and log in using the password shown below. For security, the other login information for this account is sent in a separate message. Note: Please email itservicedesk@auburn.edu for username and/or password issues.

ACCESS INFORMATION
Student Name: [Redacted]
Temporary Password: usuqhbrdaq

Sincerely,
Auburn University Billing Department
Office of Student Financial Services
203 Mary Martin Hall
Auburn University, AL 36849-5119
(334) 844-4634
ebill@auburn.edu
www.auburn.edu/sfs
Authorized User

• Authorized User in e-bill system
  – Access to e-bill
  – When bills are generated student gets email and any authorized user gets email
    • Check SPAM
    • Mark anything from Auburn University (@auburn.edu) as “Never Block Senders Domain”
  – If you change emails.... Your student needs to update this information through e-bill
Authorized User Access #1

• Two ways to get to E-bill system.
  1. Type in URL:

    ebill.auburn.edu

There is a link in your statement notification email.
Authorized User Access #2

www.auburn.edu

Click Parents
Authorized User Access #2 (cont)

Click “Auburn Links”
Authorized User Access #2 (cont)

Click on eBill Authorized User
Authorized User Access
ebill.auburn.edu

Login for Authorized Users:
Parents, Guardians, Employers and others that the student has given permission to access their eBill.

Email:
Password:
Forgot Password  Login

Fill in E-mail Address and Password

To gain access to the student account, the student must grant permission through the student's authorized user process. If you have any questions about the system, please send an e-mail to ebill@auburn.edu.

Click Forgot Password to have a temporary one sent to you. Please wait one hour before attempting to use it.
Authorized User Access

ebill.auburn.edu

Fill in Your Full Name and enter NEW password. Click Save
**Authorized User Access**

(more than one student)

---

**Student Account**

Select Student Account

You are authorized to view billing information for more than one student. Please select a student by clicking on the name. You can change your selection later from the 'Select Student' tab.

<table>
<thead>
<tr>
<th>Student Name</th>
<th>Auburn ID</th>
<th>E-mail Address</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>5885</td>
<td>@auburn.edu</td>
</tr>
<tr>
<td></td>
<td>5140</td>
<td>@auburn.edu</td>
</tr>
</tbody>
</table>

---

Click on the student you want to view or if your can click on Pay All
Authorized User Access

ebill.auburn.edu

To make a payment, click on Make Payment

Authorized User’s view. Very similar to Student View.

Announcement

Need to make an international payment?

PAY NOW WITH FLYWIRE

***FINANCIAL AID NOTICE***
Pending acceptance of aid and completion of all disbursement requirements, financial aid will be disbursed to your student billing account just prior to the beginning of the term. If the financial aid amount disbursed exceeds the amount owed, the excess will be refunded according to university policy.

Student Account

ID: xxxxx

Balance

$0.00

View Activity
Make Payment

Statements

Your latest eBill Statement
(3/8/18) Statement : $0.00

View

Your latest 1098-T Tax statement
2017 1098-T Statement

View

To make a payment, click on Make Payment
Make a Payment
ebill.auburn.edu

Click which radio button you want.
Can specify future date.

To make half payment click radio button: “Amount due” – tab to box and type in dollar amount.
Make a Payment
ebill.auburn.edu

Account Payment

Amount: $1.00
Method: Select Method

Select Method from Menu

Electronic Check - Payments can be made from a personal checking account.

Debit and Credit Card - We accept the following credit and debit cards.

Debit and ATM Card - The following networks are supported. Debit cards issued by Bank of America, Chase, US Bank, and Wells Fargo cannot be processed as a debit card online.
Auto Bill Pay

ebill.auburn.edu

Click Auto Bill Pay
Auto Bill Pay
ebill.auburn.edu

- Should be used for small bills, **not paying tuition and fees.**
Add Direct Deposit Information

Click to Add Direct Deposit Information
Add Direct Deposit Information

- duo.auburn.edu
Add Direct Deposit Information

• **IMPORTANT – STUDENT MUST COMPLETE – NOT PARENT.** Students must activate the 2-Factor Authentication.

• We are asking for SSN’s and banking information, therefore, we are trying to make it as secure as possible.

• When entering information for Direct Deposit, it is the routing/account number (NOT DEBIT CARD NUMBER!)
Click to Complete Prepaid Tuition Notification Plan
Another way to access: Prepaid Tuition Plan Notification – parents and others

www.auburn.edu/sfs

Under Student Billing - Click on Tuition Info
Another way to access: Prepaid Tuition Plan Notification – parents and others

www.auburn.edu/sfs

Click to Complete Prepaid Tuition Notification Plan
Complete Prepaid Tuition Plan Notification

Prepaid Tuition Plan Notification

Please enter either your Student ID Number or Auburn User Name:

Student ID : [Field] Search

(9-digit number beginning with 9 that displays on your student ID card)

Complete All Fields and Submit (ID # starts with 90xxxxxxxx)

For students entering Fall Semester: Please May 1 of the year you are entering Auburn University.
Complete Prepaid Tuition Plan Notification

• Notification is only done once by either student or parent
Auburn Family Portal

• [https://familyportal.auburn.edu/](https://familyportal.auburn.edu/)
• Your one-stop shop for your parent to have:
  • Access to important campus news and deadlines
  • Insight into your progress and financial details
  • Personalized newsletters on your schedule
  • Announcements via email and text message
  • Sharing of updates with friends and family
Auburn Family Portal

• Allows parents to request access to:
  – Academic Information:
    • Class Schedule/Enrollment
    • Graduation information
    • Grade information
  – Financial information
    • Financial Aid Information
    • Holds on Account
    • Account Balance
Auburn Family Portal

• Though students can request to see the account balance through this portal, they cannot pay the bill directly from the Family Portal website.

• When a bill is due, it will link them to the eBill Authorized User sign in. Because of this, students must also grant access through eBill Authorized User.
Tuition Calculator

www.auburn.edu

Scroll down main Auburn website until you see Tuition & Costs. Click on it.
Tuition Calculator

www.auburn.edu
GradGuard Tuition Insurance

Tuition Insurance Plan
Protection against the unexpected

Tuition Refund Insurance helps reimburse the following expenses if you can’t complete classes due to an illness or injury. It covers:

- Tuition
- Room and Board
- Other academic expenses

Annual Cost starting at $199.00

www.gradguard.com/Insurance
What if student drops classes after the semester starts?

• Students may add/drop a class **through the 5^{th}** class day (Fall/Spring) with no financial penalty (Summer through 2^{nd} class day). Tuition is reimbursable.

• If a student drops **between the 6^{th} - 15^{th} class day** (Summer 3^{rd}-5^{th} class day) a $100 Course Drop Fee per class will be assessed. Tuition is reimbursable.

• If a student drops a class **after the 15^{th} (5^{th} for Summer) class day**, no tuition will be reimbursed.

• If a student drops their **entire schedule between the 1^{st} through 15^{th} class day (5^{th} for summer)**, there will be a $100 resignation fee. Tuition is reimbursable.
I Wish Students/Parents had known…. Reflections from SFS

• As far as the government is concerned, once a child starts college, they are considered an adult and fall under the federal privacy regulations. Therefore, SFS has to abide by federal regulations.

• The e-bill is in the student’s name, not the parents.

• We understand that a number of parents help their students with paying for school. However, without the financial release, we cannot talk about your student’s e-bill or financial aid.

• It is the student’s responsibility to make sure they check their e-bill statement monthly.
I Wish Students/Parents had known.... Reflections from SFS

• Your student’s Auburn email is the OFFICIAL form of communication.

• We know it can be scary as a parent to let your son/daughter go off to college on their own, however, this is a time when your sons and daughters need to learn to become mature, responsible adults. Help them to achieve this goal by letting them handle their financial affairs as much as possible.
Contact Info

Student Financial Services
203 Mary Martin Hall
Auburn AL 36849
334-844-4634
Hours: 7:45 am-4:45 pm M-F

Open during lunch hours for your convenience!

www.auburn.edu/sfs
Email: ebill@auburn.edu

Questions?