



# UNIVERSITY of NEW HAMPSHIRE

## ***Business Services***

Business Services assists students and families with their University student accounts. We initiate billing, process loan and scholarship payments, and counsel students relative to their financial obligations. We are located in the lower level of Stoke Hall, and are open from 8:00 - 4:30, Monday through Friday. Please feel free to call us or stop in when you come to campus. You can also visit us on the Web at [www.unh.edu/business-services](http://www.unh.edu/business-services). We will be very happy to answer your questions.

### **Tuition Billing**

- Students receive tuition bills twice a year, in mid-July for the Fall semester, and in mid-November for the Spring semester. Monthly statements are also issued as needed. Bills are in the student's name.
- UNH no longer sends bills through the mail – student bills are posted to students' individual "MyUNH" (Blackboard) accounts <http://blackboard.unh.edu>. Students will be notified through their UNH-assigned email accounts when new bills are posted. (Please see the next page for electronic bill and portal setup instructions.)
- Students may set up Parent Portal accounts to allow payments from parents or others.
- Payment may be made online by check, or the bill can be printed and mailed with payment. (The University does not accept credit card payments from Durham-campus undergraduates.)
- Undergraduate students are billed based on full-time status (full-time is 12 – 20 credits). Students who are enrolled less than full-time should notify Business Services by the due date, so that their accounts can be adjusted.
- Financial aid (loans, grants or scholarships) will appear on the bill either as an actual credit or pending item (anticipated credit).
- All students (domestic and international, full-time and part-time) must pay outstanding balances by the payment due dates listed below. Bills must be paid by the due dates to avoid a \$100 late fee.
- The Student Remittance Form is found on our website and is used to make appropriate changes to the balance due. Charges may be added with the remit form, or amounts may be deducted if proper backup documentation is included (examples: changes in meal plans or financial aid not credited on bill).

<b>Semester</b>	<b>Bills Posted to MyUNH</b>	<b>Payment Due Date</b>
Fall Semester	July 13, 2009	August 6, 2009
Spring Semester	November 14, 2009	December 10, 2009

### **Methods of Payment**

- Payment is accepted through online check, paper check, bank check, money order, cash or wire transfer (contact Business Services for wire transfer account information). Credit cards are not accepted for Durham undergraduate students.
- An optional 10-month payment plan called TuitionPay is offered through Sallie Mae, and is due the first of each month from June - March. TuitionPay: (800)635-0120 [www.TuitionPay.com](http://www.TuitionPay.com)
- Families may apply for a federal PLUS loan or an alternative education loan offered by some banks. Applications should be completed and submitted to lenders prior to the payment due date.
- Checks that have been returned for nonpayment are assessed a \$30-return check charge.

## Student Health Insurance

UNH requires health insurance as a condition of enrollment for all full-time degree students. Students may waive the UNH insurance if they have coverage through another equivalent plan. Student health benefits plan information: (888)335-9400 [www.unh.edu/shbp](http://www.unh.edu/shbp)

## Outside Scholarships

Students who have received non-University scholarship awards should notify UNH as soon as possible. Send both scholarship award letter (as soon as it is received) and scholarship check (once it arrives) to UNH Business Services, Attention: Non-University Scholarships, 11 Garrison Avenue, Durham, NH 03824. If the check is made out to the student, it should be endorsed with the following statement: "Pay to the Order of UNH," then the student's signature. Financial aid awards may be adjusted due to outside scholarships.

- Scholarships will be shown as pending credits on students' bills once proper documentation has been received at UNH Business Services.
- If your scholarship award is contingent upon grades and will not be paid to the University until the end of the semester, you may not deduct the scholarship amount from your tuition payment. When the check is paid to the University, a refund will be issued to you for any overpayment of your account.

## Communications to students

University communications are sent to students through the following channels:

- Official notifications are sent to students by many departments and offices via a UNH email address that is assigned by the University.
- University mailings are also sent to campus addresses. Students are assigned a Granite Square Station mailbox at the MUB.
- Students register, view grades, bills, student accounts and financial aid through **MyUNH (Blackboard)**, a part of the University website. Usernames (IT IDs) are obtained through the login help section. Additional assistance is available through the UNH Computer Help Desk (603 862-4242).

## Student ID numbers and Social Security Numbers

Students will receive randomly-generated numbers to be used as their student IDs. UNH also requires that students provide their social security numbers so that we may comply with Federal Tax regulations. The SSNs will not be used as student identifiers. They will be stored securely within our information system and accessed only for federal tax reporting or financial aid purposes. Families who intend to claim educational tax credits should be sure that UNH has the student SSN on record.

<b>Business Services, Stoke Hall</b> <b>11 Garrison Avenue, Durham, NH 03824</b>	603- 862-2230 phone 603- 862-2626 fax	<a href="http://www.unh.edu/business-services">www.unh.edu/business-services</a> email: Business.Services@unh.edu
<b>Financial Aid, Stoke Hall</b> <b>11 Garrison Avenue, Durham, NH 03824</b>	603- 862-3600 phone 603- 862-1947 fax	<a href="http://www.unh.edu/financial-aid">www.unh.edu/financial-aid</a> email: Financial.Aid@unh.edu
<b>TuitionPay</b> - UNH's monthly payment plan option	800-635-0120	<a href="http://www.TuitionPay.com">www.TuitionPay.com</a>
<b>A.W.G. Dewar Inc.</b> - Tuition refund insurance plan	617-774-1555	<a href="http://www.collegerefund.com">www.collegerefund.com</a>
<b>MyUNH</b> - Portal where students access bills, grades, registration, course materials, email & more. Students may grant financial access to parents or others by setting up Parent Portal accounts.		<a href="http://blackboard.unh.edu/">http://blackboard.unh.edu/</a>
<b>Entrance counseling</b> - Federal requirement for first-time borrowers of Stafford and Perkins loans		<a href="http://www.mappingyourfuture.org">www.mappingyourfuture.org</a>

UNH no longer sends bills through the mail. Bills are posted to students' individual **"MyUNH" (Blackboard)** accounts <<http://blackboard.unh.edu>>. Students will be notified through their UNH-assigned email accounts when new bills are posted.

## How to View Your Bill

Both students and parents will access the electronic system through MyUNH (<http://blackboard.unh.edu>). After logging into MyUNH, students select the WEBCAT / SERVICES tab at the upper right and follow the on-screen instructions to view their bills.

Through the UNH electronic billing and payment system students will be able to:

- view monthly billing statements
- make payments to accounts
- view bill and payment history
- authorize others to make payments on their behalf



## Set Up MyUNH Parent Portal Accounts to allow parents or others to access your account.

Parent Portal accounts are created by students:

- Log in to MyUNH (Blackboard) <<http://blackboard.unh.edu>>
- Click the WEBCAT/ SERVICES tab
- Click CONTINUE in the **UNH – Parent Portal Set-Up** box
- Follow the on-screen directions

## Email Notification

Email notifications will be sent to students and Parent Portal account-holders when new bills are available to view and pay.