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 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 Webcat accounts, accessed via http://my.unh.edu. Students will be notified through their UNH-assigned email accounts when new bills are posted.
- Students may set up Parent Portal accounts to allow payments from parents or others.
- Undergraduate students are billed based on full-time status (full-time is 12 – 20 credits). Students who plan to enroll 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 late fee.
- The Account Change Form is found on our website and is used to make appropriate changes to the balance due. Charges may be added with the form, or amounts may be deducted if proper backup documentation is included (examples: changes in meal plans or financial aid not credited on bill).

<table>
<thead>
<tr>
<th>Semester</th>
<th>Bills Posted</th>
<th>Payment Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall Semester</td>
<td>July 17, 2017</td>
<td>August 10, 2017</td>
</tr>
<tr>
<td>Spring Semester</td>
<td>November 13, 2017</td>
<td>December 7, 2017</td>
</tr>
</tbody>
</table>

**Methods of Payment**

- Payment is accepted through online check or credit card, paper check, bank check, money order, cash or wire transfer (contact Business Services for wire transfer account information). Credit card transactions will include a 2.75% service charge.
- An optional 5-month payment plan for fall and spring semesters is offered through Tuition Management Systems, and is due the first of each month from July - April. TMS: (800)722-4867 afford.com/unh
- Families may apply for alternative education loans offered by some banks, or for federal PLUS loans.
- 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. Please submit insurance waivers prior to August 11th to avoid late fees. Student health benefits plan information: 844-260-9900 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 available to you for any overpayment of your account.

Loan Requirements
First-time borrowers of Direct Stafford Loans and Federal Perkins Loans must sign promissory notes and complete entrance counseling. These processes are done separately for Direct and Perkins. Links for promissory notes and entrance counseling for both Direct and Perkins may be found at [http://unh.edu/business-services/loanrqmts](http://unh.edu/business-services/loanrqmts).

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. This is UNH’s official mode of communication to students.
- University mailings are sometimes sent to campus addresses. Students may receive mail at Granite Square Station in the MUB.
- Students register, view grades, bills, student accounts and financial aid through the Webcat, a part of the student portal, [http://my.unh.edu](http://my.unh.edu). Usernames (IT IDs) are obtained through the login help section. Additional assistance is available through the UNH IT Service 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 be stored securely within our information system and accessed only for federal tax reporting or financial aid purposes. UNH will already have SSNs on file for students who have filed FAFSAs. Families who intend to claim educational tax credits should be sure that UNH has the student SSN on record.

<table>
<thead>
<tr>
<th>Business Services, Stoke Hall</th>
<th>11 Garrison Avenue, Durham, NH 03824</th>
<th>603-862-2230 phone</th>
<th>unh.edu/business-services</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>603-862-2626 fax</td>
<td>email: <a href="mailto:Business.Services@unh.edu">Business.Services@unh.edu</a></td>
</tr>
<tr>
<td>Financial Aid, Stoke Hall</td>
<td>11 Garrison Avenue, Durham, NH 03824</td>
<td>603-862-3600 phone</td>
<td>financialaid.unh.edu</td>
</tr>
<tr>
<td></td>
<td></td>
<td>603-862-1947 fax</td>
<td>email: <a href="mailto:Financial.Aid@unh.edu">Financial.Aid@unh.edu</a></td>
</tr>
<tr>
<td>Tuition Management Systems</td>
<td>UN’ s monthly payment plan option</td>
<td>800-722-4867</td>
<td>afford.com/unh</td>
</tr>
<tr>
<td>Webcat/MyUNH - Portal where students access bills, grades, registration, email &amp; more. Students may grant access to parents or others by setting up Parent Portal accounts.</td>
<td></td>
<td></td>
<td>my.unh.edu</td>
</tr>
<tr>
<td>Entrance counseling - Federal requirement for first-time borrowers of Direct Stafford Loans and Perkins Loans</td>
<td></td>
<td>unh.edu/business-services/loanrqmts</td>
<td></td>
</tr>
<tr>
<td>Master promissory note - must be completed by all first-time borrowers (separately) for Direct Stafford Loans and Perkins Loans</td>
<td></td>
<td>unh.edu/business-services/loanrqmts</td>
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</tbody>
</table>
How to View Your Bill

Students will access the electronic system through Webcat/MyUNH (<my.unh.edu>). After logging in, students select the Billing option for a real-time account view, plus monthly billing statements.

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 Parent Portal Accounts to allow parents or others to access your student information. Options include billing, financial aid awards and final grades.

Parent Portal accounts are created by students:

- Log in to Webcat/MyUNH (<my.unh.edu>)
- Select Parent Portal, then Add/Manage Users
- Follow the on-screen directions

Email Notification

Email notifications will be sent to students and Parent Portal account-holders when new bills are available or if account issues arise.

More info: http://unh.edu/parentportal