As students prepare for the Fall 2018 semester, Student Accounts strives to give information regarding financial policies and procedures related to upcoming payment obligations.

Payment of Invoice
The payment deadline for Fall semester 2018 charges is August 31, 2018. Any balance not paid by the payment deadline will be assessed a 1.5% late payment fee (minimum $5) on August 31 and monthly thereafter. Diploma and transcripts will be held and students may not be able to add/change any courses until all balances are paid. If the student will not be enrolling for the Fall semester, they should notify their school’s Office of Academic Services by this deadline.

E−Bills
E−Bill is an online presentation of a student’s Vanderbilt Student Account bill that uses a web-based presentation from Higher One to provide secure access to student financial records. Online account access offers a secure way to view bills, make payments and review e−bill information. Students may access their online invoices from their YES landing page at http://yes.vanderbilt.edu. Once a student has signed in to YES, invoices may be viewed under the Billing Portal link.

To view Higher One e−bill:
- Log in to the YES landing page
- Select “Billing Portal”

Information about the online Billing and Payment systems can be found at www.vanderbilt.edu/stuaccts

The student is financially responsible for their student account. Students may authorize parents or others online access to their billing accounts; however it is the responsibility of the student to check for the latest e−bill and ensure that it is paid on or before the due date(s).

Only students may grant online account access to parents, guardians/other payers. Billing notices will be e−mailed to the student’s Vanderbilt email address and to other payers who have been and have enrolled for online billing by their student. Payments may be made electronically or a payment coupon may be printed for mailing payments. When an electronic payment is made, a confirmation e−mail will be sent. It remains the responsibility of the student to ensure that bills are paid on or before the due date.

For instructions on how to add a parent/other payer, please find information on page 5 of this newsletter.
Remittance Information

Payment online: Once logged into your account online, a valid checking/savings account ($1.00 processing fee) or a credit/debit card (2.65% processing fee) can be used. We currently accept Visa, MasterCard, American Express or Discover. Online payments may be made until 6:00 p.m. Central Time the last day of each month.

Payment by mail: Enclose check and payment coupon located at the top of the invoice. Please allow seven business days for mail processing in order for payments to reach Vanderbilt University by August 31, 2018.

Payment in person: Payment may be made in person at the University Cashier’s Office, Baker Building, 110 21st Avenue South, Suite 100. Cash payments (US currency/coin) of $500 or less, not to exceed $10,000 per term, are accepted.

Overnight Payment Delivery: Send payment to Vanderbilt University, Office of Student Accounts, 110 21st Avenue South, Suite 100, Nashville, TN 37203.

All checks should be made payable to Vanderbilt University. Please include student’s full name and Commodore ID number or the last four digits of their social security number on all remittances.

Guarantor Authorization and Debt Repayment Agreement

A Guarantor Authorization and Debt Repayment Agreement allows Vanderbilt University to release pertinent financial information to the guarantor(s) listed on the form (usually the parents). Without proper signatures, no financial information can be disclosed to anyone other than the student. The form can be found on our website at https://finance.vanderbilt.edu/stuaccts/documents/Guarantor_Authorization_and_Agreement_Form.pdf.
International Student Health Insurance

All enrolled international students residing in the U.S. are required to purchase the University International Student Injury and Sickness Insurance Plan.
Third Party Billing

If a third party (i.e., outside scholarships, sponsors) will pay all or part of a student’s tuition and fees, and the third party requires a bill to be mailed directly from the Office of Student Accounts, a written authorization request and a Financial Information Form must be received in the Office of Student Accounts (110 21st Avenue South, Suite 100, Nashville, Tennessee, 37203) from the third party thirty (30) days prior to the beginning of classes.

This authorization form may be found at http://www.vanderbilt.edu/stuaccts/graduate/forms.php and must include the organization’s name and address, the student’s name and Commodore ID number, the amount that will be paid, and the name and telephone number of a contact person.

Graduate Awards

If a student is enrolled for courses, their August e-bill should reflect any applicable Graduate departmental awards. However, in the event that a student’s award is not reflected, please deduct the amount of the award and submit any out-of-pocket expense by the August 31, 2018, payment due date.

University Tuition Scholarships are service-free awards that pay all or part of tuition costs. The following graduate awards are normally supplemented by a full University Tuition Scholarship, which usually includes student health insurance coverage: University Fellowships, Graduate Teaching Assistantships, Graduate Research Assistantships, Traineeships, and Teacher Training Awards.

Refunds

Under state and federal regulations, educational expenses such as tuition and fees are to be paid prior to the release of any credit refund from loan proceeds. Therefore, if there is a balance due on a student’s account, all loan proceeds must be credited to the account before a refund will be granted.

The Graduate and Professional refund process is automated. Students do not need to complete a Refund Request Form unless the student has opted to have credit retained in their student account. Students must be officially enrolled in courses and have a refundable credit balance after tuition and fees have processed. Charges that apply after a refund has processed will need to be paid on or before the next invoice deadline to avoid late payment fees.

If enrolled, Law School and Owen student refund checks will process automatically beginning Monday, August 13, 2018. An EFT deposit or check will process the next business day.

If enrolled, Nursing student refund checks will process automatically beginning Friday, August 17, 2018. An EFT deposit or check will process the next business day.

If enrolled, Divinity, Engineering Professional, Graduate School, Peabody and MEDM student refund checks will process automatically beginning Wednesday, August 22, 2018. An EFT deposit or check will process the next business day.

The check mailing process sorts first to campus address; then mailing address; then home address. PLEASE MAKE SURE YOUR ADDRESS IS ACCURATE. No refund checks may be held for pick-up.

Direct Deposit of Student Refunds
Vanderbilt University now offers a distribution method other than paper check to refund credit balances from your student account! If you would like to take advantage of this new feature, simply log into YES and click the Direct Deposit icon to securely enter your account information.
To add an “Other Payer”

- Log into your Yes Landing Page, and click “Billing Portal”
- On your Account Page, click “Add New” in the Other Payers section.
- Enter the information that is requested, and click “OK”. (You must enter the username that your additional payer will use. The username and temporary password will be sent to your additional payer via e-mail.)

Other Important Telephone Numbers

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parent Help Line</td>
<td>877-887-2736</td>
</tr>
<tr>
<td>University Registrar’s Office</td>
<td>615-322-7701</td>
</tr>
<tr>
<td>Commodore Card Office</td>
<td>800-632-0998</td>
</tr>
<tr>
<td></td>
<td>615-322-2273</td>
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<tr>
<td>Dining</td>
<td>615-322-2999</td>
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<tr>
<td>Housing &amp; Resident. Edu.</td>
<td>615-322-2591</td>
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<tr>
<td>Information Technology Svcs</td>
<td>800-735-9173</td>
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<tr>
<td></td>
<td>615-343-2100</td>
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<tr>
<td>Traffic &amp; Parking</td>
<td>615-322-2554</td>
</tr>
<tr>
<td>Financial Aid</td>
<td>800-288-0204</td>
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<td></td>
<td>615-322-3591</td>
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