

VANDERBILT UNIVERSITY

OFFICE OF STUDENT ACCOUNTS

Undergraduate
Fall 2019 Newsletter



Location: 2309 West End Ave., Nashville TN 37240
Office Hours: M-F 8:00 a.m. - 4:30 p.m. CT
Mailing Address: PMB 401671, Nashville, TN 37240-1671

Phone: 615-322-6693; toll-free 800-288-1144
Email: student.accounts@vanderbilt.edu
Web: www.vanderbilt.edu/stuaccts

As students prepare for the Fall 2019 semester, Student Accounts strives to give information regarding financial policies and procedures related to upcoming payment obligations.

Payment of Invoice

In early August, students will receive an electronic bill notification at their Vanderbilt e-mail address reflecting Fall 2019 semester charges due, including anticipated financial aid awards. The payment deadline for Fall semester 2019 charges is **August 31, 2019**. Unless the student's account is paid by **August 31, 2019**, a 1.5% late fee (minimum \$5) will be charged to the student account balance, Vanderbilt Card funds may not be available and they may not be allowed to register for classes. If the

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 into 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/

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student will not be enrolling for the Fall semester, they should notify their school's Office of Academic Services as soon as possible.

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 or a credit/debit card (2.65% card 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, 2019**.

Overnight Payment Delivery Only: Send payment to Vanderbilt University, Office of Student Accounts, 2309 West End Ave., Nashville, TN 37240.

Payment in person: Payment may be made in person at the Vanderbilt University Office of Student Accounts, 2309 West End Ave. **Cash is no longer an acceptable form of payment on a student account.** Personal checks, cashier's checks, money orders and bank drafts will continue to be accepted.

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.

529 Plans

Students must contact their State 529 Plan to inform them that they will be attending Vanderbilt University. Please provide to your state 529 plan the Vanderbilt contact information: Office of Student Accounts, PMB 401671, Nashville, TN 37240-1671; 615-322-6694 or 1-800-288-1144; email student.accounts@vanderbilt.edu.

There has been a change in Federal law governing how State Prepaid Tuition Plans affect other types of financial aid. The funds disbursed in a given year will no longer be a part of a student's financial aid award, but instead the overall value of the prepaid account will be included as a parent asset on the FAFSA application. Therefore, the Office of Student Financial Aid no longer will be including this information on the financial aid award letter. However, in order for state agencies to send their information/payment to Vanderbilt in a student's behalf, the student will need to contact the Office of Student Accounts and provide the necessary information to them. Please refer to the Third Party Billing section in this newsletter for further information.

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/stuacct/documents/Guarantor_Authorization_and_Agreement_Form.pdf.



Monthly Payment Plan: The Vandy Plan, a monthly payment plan administered by our partner Higher One, offers an interest-free 5-month payment plan. The first Fall 2019 payment is due to Higher One on May 15 and all applicants must be enrolled by August 31. The current estimated charges are available on our website to assist in determining expenses at www.vanderbilt.edu/stuacct.

Health Insurance

All new undergraduate students who are registered in for 4 or more credit hours are required to have adequate health insurance. For this reason, the University will include the student insurance charge on your tuition invoice.

If you have other insurance comparable to the University's plan and do not wish to participate in the Vanderbilt Student Injury and Sickness Insurance Plan, you must complete an Online Waiver Form (<https://www.gallagherstudent.com/vanderbilt>) indicating your other insurance information. This Online Waiver Form will be available on May 1 and must be submitted no later than August 1, 2019, or you will be automatically enrolled in the Plan offered by the University and will be responsible for paying the insurance premium. The Online Waiver process is the only accepted process for waiving coverage.

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 (PMB 401671, Nashville, Tennessee, 37240-1671) from the third party thirty (30) days prior to the beginning of classes.

This authorization form may be found at <https://www.vanderbilt.edu/stuaccts/undergraduate/forms.php> and must include the organization's name and address, the student's name and Account ID number, the amount that will be paid, and the name and telephone number of a contact person.

To waive the Student Injury and Sickness Plan for the 2019-2020 Policy Year

- Find the insurance waiver online at www.gallagherkoster.com/vanderbilt

Log-In Process

- All students will log in using their Vanderbilt University e-mail address as the user ID and their Commodore ID number as the password.
- Students may locate their Commodore ID on the Student Account invoice or at <http://yes.vanderbilt.edu> or by calling Gallagher Koster.
- Click on the "Student Waive" to access the 2019-20 Vanderbilt University Undergraduate Fall Waiver form.
- Complete the Fall Waiver form (have current health insurance ID card ready as this information will be needed to complete the form to waive the insurance).
- A confirmation number is generated immediately to confirm the submission. Print and retain this confirmation number as it is the only documentation that the form was successfully submitted.
- If a student does not receive a confirmation number, please check the form for errors and resubmit the form.
- Waiver forms will be audited to ensure your current insurance plan is comparable. You will subsequently receive notification of the approval or denial.

The charge for the insurance premium will be removed from their student account invoice within 2-3 weeks.

Financial Aid

Using the student's VUNetID and EPassword, a student may view their financial aid information online by logging into [YES](#). Students receiving financial aid may need to make adjustments to the invoice if the actual financial aid award has changed since the date of the invoice. If the award was made after the August 1 invoice date, please contact the Office of Student Accounts to obtain financial clearance to attend classes.

If Fall semester financial aid has not been credited or is not reflected as anticipated financial aid on the invoice please contact the Office of Student Financial Aid at 615-322-3591 or 800-288-0204.

*Financial Aid **will not** credit to an account until the student has completed the verification process, any applicable promissory note(s), and required loan paperwork.*

Outside Scholarships

If a student will be receiving a scholarship from a source other than the University, please complete the Outside Scholarship Notification form

<https://www.vanderbilt.edu/financialaid/docs/OutsideNotification.pdf>

and return it to the Office of Student Financial Aid (2309 West End Avenue, Nashville, Tennessee 37203-1725) no later than **July 15, 2019**. Please do not include State Prepaid Plans, National Merit, VU Merit, or ROTC scholarships on this form. Please attach a copy of the outside scholarship award notice the student received from the donor(s).

Please inform the scholarship donor(s) that checks should be made payable to Vanderbilt University and **mailed directly to the Office of Student Financial Aid** (2309 West End Avenue, Nashville, TN 37203-1725). This check should identify the student as the recipient of the funds. If student receives a scholarship check at home, endorse it "for deposit only to Vanderbilt University," include their Commodore ID number and send it to the Office of Student Financial Aid (2309 West End Avenue, Nashville, TN 37203-1725).

Entrance Counseling

Entrance Counseling is required for all new freshman and transfer students borrowing through the Federal Direct Subsidized/Unsubsidized Loan program. Students may complete this requirement by going online at the following website: <https://studentloans.gov>. Once the counseling session has been successfully completed, confirmation will be sent directly to the Office of Student Financial Aid.

Federal Loans

Federal Direct Subsidized/Unsubsidized Loans: If a student is eligible for a Federal Direct Loan, their application will not be certified by the Office of Student Financial Aid until they have completed the verification process and completed an online master promissory note. The estimated amount of the Fall semester loan (minus fees) will be reflected on their August invoice.

Federal Direct PLUS Loans: If a Parent Loan for Undergraduate Students (PLUS) is reflected on a student's award letter and has not been denied, the estimated amount of the Fall semester loan (minus fees) will be reflected on student's August invoice. Direct PLUS Loan applications will not be certified with the Department of Education until the student has completed the verification process (if applicable) and completed an online master promissory note and PLUS request process.

Work Study

The amount awarded for Federal Work-Study employment will not appear on a student's invoice as a credit because these funds will be paid directly to the student as they earn them.

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 account, all loan proceeds **must** be credited to the account.

The Undergraduate 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.

Refunds will begin processing after **September 5**, if the student has a refundable balance. Refunds will be done by EFT deposit, if applicable or a paper check will be mailed. 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

Parent Help Line	877-887-2736
University Registrar's Office	615-322-7701
Commodore Card Office	800-632-0998 615-322-2273
Dining	615-322-2999
Housing & Resident. Edu.	615-322-2591
Information Technology Svcs	800-735-9173 615-343-2100
Traffic & Parking	615-322-2554
Financial Aid	800-288-0204 615-322-3591