PAYING YOUR BILL

Cashier’s Office
Howes Street Business Center, First Floor
555 South Howes Street
(970) 491-2767
http://bursar.colostate.edu/Depts/Cash_Office.aspx

A student may make a payment on their student account by using CSU’s preferred online payment options. Online payments are the fastest, most secure way to make a payment. Payment by electronic check is a free, easy to use service for students and other authorized individuals.

Online payments may be accessed through RAMweb (https://ramweb.colostate.edu) and/or FAMweb (https://famweb-prod.is.colostate.edu/auth/login). The routing number and bank account number (from the bottom of a personal check or a bank statement) is required.

For details on other payment options, please visit the Cashier (http://busfin.colostate.edu/Depts/Cash_Office.aspx)’s website (http://bursar.colostate.edu/Depts/Cash_Office.aspx).

Student Billing
Office of Financial Aid
Office in Centennial Hall, First Floor
(970) 491-6321
financialaid.colostate.edu (https://financialaid.colostate.edu)

In support of CSU’s Green Initiatives, CSU implemented eBilling effective in Fall 2010. Billing notifications are emailed to Rams email addresses. Students can then log into RAMweb to view their University Billing Statement(s). Additional eBilling notifications may be sent to alternate email addresses maintained by the student on RAMweb.

Due Dates:

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<td>Fall</td>
<td>September 10</td>
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<td>Spring</td>
<td>February 10</td>
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<td>Summer</td>
<td>June 10</td>
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University charges are due by the date specified on the bill. Due dates are the 10th of each month unless the 10th falls on a weekend or holiday, then the due date is the following business day. All payments should be in U.S. currency. Mailed payments must reach the University Cashier’s Office, 6015 Campus Delivery, by 4:00 p.m. (MST) on the due date.

Payments by check are processed when received – postmarks do not apply and future dates are not honored. Online payments must be made by 4:00 p.m. (MST) on the due date for the payment to be considered timely. Penalties for late payment include holds on University services and a monthly 1.5% payment deferral charge of the past due balance. Penalties are initiated for the purpose of encouraging prompt payment.

Beginning Spring 2018, CSU now offers a Payment Plan! Students and Authorized Users can elect to make monthly installments with no-hassle withdrawals that are automatically deducted each month from a designated domestic checking or savings account. For more information, please visit the CSU Payment Plan (https://financialaid.colostate.edu/payment-plan) webpage. To enroll, login to RAMweb (https://ramweb.colostate.edu/registrar/Public/Login.aspx) or FAMweb (https://famweb-prod.is.colostate.edu/auth/login) and from the main menu, click on Billing and Tax Information and follow the payment plan links and instructions.

Student Account Notes
Students are responsible for all charges on their account and arrangement of payments due. Payments should only be made when a balance due exists on an account, unless the CSU Payment Plan is being utilized. In general, overpayments will not be applied to the student’s account and will be returned within two weeks if no additional charges are posted to the account.

Students who are sponsored by a third party may request direct billing to the sponsor for tuition, fees, and other related educational expenses. Detailed information on sponsor billing is available upon request from the Accounts Receivable/Sponsor Billing Office (http://www.bursar.colostate.edu/Depts/ALR_Sponsor_Billing.aspx).

Arrangements for sponsor billing, and acceptance of the Sponsored Student Billing Agreement and FERPA, must be made prior to the student account due dates to prevent payment deferral charges from being assessed.

The “Billing and Tax Information” section in RAMweb (https://ramweb.colostate.edu) provides more information on billing statements, paying your bill, accepted payment methods, CSU Payment Plan, direct deposit refund sign up and Tuition Statement tax information (Form 1098-T).

Once a student is no longer considered to be enrolled, billing will switch from eBilling to paper statements unless otherwise requested by the student with the Accounts Receivable Office (http://busfin.colostate.edu/Depts/ALR_Student_accts.aspx). While the account is still being held at the university, monthly billing statements regarding any past due balances owed to the university will be mailed to the primary address on file for the student. It is the student’s responsibility to maintain correct addresses (mailing and email) with CSU at all times (refer to Address Updates).

Unpaid past due balances may cause a hold on registration, transcripts and diplomas. CSU will not register a student, release a diploma, or provide official transcripts or proof of degree conferment to any student or former student who has past due financial obligations to CSU, until the hold is removed. The release of the hold may be expedited by paying the past due balance in full.

Failure to pay amounts due may result in the referral of the outstanding balance to a collection agency, at which time the student would be responsible for any late payment charges, collection agency fees up to 40% of the debt, and all costs and expenses including reasonable attorney fees that CSU incurs in its collection efforts. The account will also be reported to one or more of the national credit bureaus as well as the State of Colorado Department of Revenue for possible interception of state income tax refunds, lottery winnings and wage garnishment. Further, CSU reserves the right to impose a penalty fee and financial hold for returned payments (refer to Returned Payments policy).

Returned Payments
As provided by state law, a penalty will be assessed to the account for each payment not accepted by the bank because of insufficient funds, stopped payment, non-existent account, closed account, invalid account information or any other reason for which the person is responsible. CSU will attempt to contact the originator of the payment by mail and/or by telephone or email. In the case of students, a notice will be mailed
to the primary address on file for the student. (All students are required
to maintain a current address, telephone number and email address
with CSU at all times.) These reparative payments are considered due in
full immediately. The payment must be equal to the full amount of the
original payment plus penalty and fee. Failure to follow through will result
in further collection actions. If CSU receives a returned payment, all
payments from that time forward will require guaranteed funds. Please
note: If the presentation of the original payment permits a student to
register for an academic term and if full payment of the returned payment
plus penalty and fee is not made by the specified deadline, CSU reserves
the right to cancel a student’s class enrollment.

Address Updates
It is the student’s responsibility to maintain correct addresses (mailing
and email) with CSU. To create or update an existing address, go to
RAMweb (https://ramweb.colostate.edu). In order to communicate
quickly and effectively with students, CSU now requires that each
enrolled student provide an email address. CSU has designated email as
an official form of communication to students. Information about @rams
e-mail accounts, including how to forward to another email account
(https://eid.colostate.edu/gmail/Faq.aspx?idval=GFORW), may be found
on the eID website (https://eid.colostate.edu/students.aspx).

Being able to communicate electronically with the student population
provides several benefits:

• It allows CSU to communicate promptly with students regarding their
  billing statements, financial aid and amounts due
• Students can be quickly notified by professors and CSU offices of
events that affect them personally or may be of interest to them
generally (e.g., classroom changes, class meeting time changes,
department activities, billing, etc.).
• It’s faster and less costly than printing and mailing letters.
• It advances CSU’s commitment to environmental consciousness by
  reducing paper use and eliminating physical refuse.

It is also essential that students maintain a current mailing address
with CSU. If the student leaves the University for any reason and still
has a balance due to the University, it is the student’s responsibility
to keep their address up-to-date in order for CSU to reach the student
regarding the balance. If CSU is unable to reach the student because
contact information is not kept up-to-date, the account may be referred
to a collection agency for further collection action. Addresses can be
updated on RAMweb (https://ramweb.colostate.edu).

Deadlines for registration and payments of tuition, fees, and other
charges must be met to allow registration to occur. Therefore, students
must respond to correspondence from CSU in a timely manner.