



When will I receive my bill?

Students will receive monthly eBills to their Anderson University e-mail account on or before the last day of the month. Payments are due the 24th of the following month after receiving the bill. Finance charges accrue monthly at 1.5% of the total balance on the student's account.

What is Nelnet?

AU partners with Nelnet Business Solutions (Nelnet) to improve your student finance experience. Students manage their finances online with a single sign-on through AccessAU. Once logged in, students can see their current balance due, print a bill on demand, set up a payment plan, add authorized users, and manage their refund preference.

How do I pay my bill?

Cashier's Window at AU: Payments can be made on campus Monday through Friday from 9 a.m. – 3:30 p.m. at the Cashier's Window located in the bottom of Decker Hall. The Cashier is closed for Chapel on Tuesday and Thursday from 11 AM – Noon. There is also an overnight deposit slot located below the window for your convenience. Be sure to include your seven-digit student ID on the memo line.

Mail: Checks may be mailed to Anderson University, Lockbox D, P.O. Box 11588, Fort Wayne, IN 46859-1588

Online: Log into your Access AU Academics account and click on **Account Balance and Payment**. This will open the Nelnet Home page. From there you'll be able to click on **Make a Payment**. There is a small fee (2.75%) if you pay with a credit/debit card, but there's no charge if you pay with an e-check. Just be sure to have your routing and account number.

How do I set up a payment plan?

Anderson University has partnered with Nelnet to offer students and families the option of making monthly payments. A monthly payment plan allows families to spread all or part of the semester expense over monthly, interest-free payments. There is an enrollment fee of \$50 per semester. Payment methods are through automatic bank payment (ACH) or credit card/debit card. Payments are processed on the 5th of each month and are for the duration of one semester.

When can I set up a payment plan?

As soon as you receive your bill for the semester, you can set up a payment plan. The earlier you set up your plan, the less of a down payment you'll need, so don't delay. To enroll, log into your Access AU

Academics Account and select **Account Balance and Payment**. This will take you over to Nelnet where you'll select **Set up a Payment Plan**.

When will I receive my refund?

A refund results when you have received aid or otherwise overpaid your student account. If you have a credit balance, your account balance will be negative when you view your student account on AccessAU. Refunds are disbursed weekly and are issued via Nelnet. Typically, the earliest you should expect to receive a refund is the third week of classes.

Students will receive refunds based on the refund preference they have chosen on Nelnet. You can choose to have your refund direct deposited into your current bank account or deposited to a prepaid debit card if you want quick access to your funds without opening a checking account. Otherwise, a check will be mailed to your home address--this is the default if nothing is selected.

Can my parents get a copy of my bill?

Yes, if someone other than yourself will be making payments or just wants to know what's going on with your account, set them up as an authorized party. They will receive their own log-in information, receive billing updates, and have access to your account information. Go to your Nelnet Home Page and select **Add an Authorized Party**. When signing up, be sure to check the box that says you want to receive billing details. Then you'll receive the monthly eBill that the student receives.

Why can't I talk to Student Accounts about my son/daughter's account?

Unless the student has added their parents to the FERPA release, they can't receive information on a student account. Students can add their parents by contacting the Registrar's Office and filling out a FERPA release form.

What is a 1098-T and when will I receive it?

Every January AU Student Accounts prepares IRS Form 1098-T for all eligible students who were enrolled during the previous tax year. The primary purpose of the form 1098-T is to help students and their families determine if they are eligible to receive two tax credits: the American Opportunity credit and the Lifetime Learning credit.

The 1098-T is mailed to the student's home address no later than January 31st. Students can also access their 1098-T online through their AccessAU account. Select **Student Center** and choose **View 1098-T** from the dropdown menu. Be sure to click the **Go** arrows and then choose the appropriate year.

Who do I contact with questions about my student account?

Your Student Account representatives are assigned by last name of the student and are happy to talk to you about your student account!

A – L • Amy Wolfe • 765-641-4114 • apwolfe@anderson.edu
M – Z • Emily Keesling • 765-641-4072 • ejkeesling@anderson.edu

2020-21 Traditional Undergraduate Estimated Cost of Attendance	
Tuition Rates	
1-11 credit hour(s)	\$1,312 per credit hour
12-18 credit hours	\$15,735 per semester
Summer term	\$410 per credit hour
Room Rates	
Standard dorm room	\$3,150 per semester
Private room – upon availability	\$3,600 per semester
Fair Commons (restrictions apply)	\$3,680 per semester
University Terrace (restrictions apply)	\$3,680 per semester
Meal Plan Costs	
Raven Basic	\$2,000 per semester
Raven Value	\$2,270 per semester
Raven Unlimited	\$2,550 per semester
Raven On-the-Go (<i>Juniors & Seniors Only</i>)	\$1,250 per semester
Raven Dollars	\$50 minimum
Miscellaneous Fees & Estimated Expenses	
Student Services Fee	\$315 per semester
First Year Experience Fee	\$145
Parking Permit	\$60 per year
Books *	\$600 per semester
Travel *	\$500 per semester
Personal Expenses *	\$900 per semester
*Estimated expenses; not fixed charges, and will vary by student.	



ANDERSON UNIVERSITY

Anderson University

Business Office
1100 East 5th Street
Anderson, Indiana 46012
765.641.4001
studentaccounts@anderson.edu

SAMPLE E-Bill

Statement Activity

Statement Date: **25 Jun 2020**
Student Name: **Rodney Raven**
Student ID: **1234567**

Due Date: **24 Jul 2020**
Total Amount Due: **\$ 8,619.00**

DATE	TERM	DESCRIPTION	CHARGE AMOUNT	CREDIT AMOUNT
Anticipated Aid*	Fall 2020	Fed Unsubsidized Loan 1 - 2019		-\$2,721.00
Anticipated Aid*	Fall 2020	Edwards Scholarship		-\$8,000.00
Anticipated Aid*	Fall 2020	Church Scholarship		- \$750.00
Anticipated Aid*	Fall 2020	AU Matching Church Scholarship		- \$750.00
06/25/2020	Fall 2020	Tuition	\$15,375.00	
06/25/2020	Fall 2020	Student Services Fee	\$315.00	
06/25/2020	Fall 2020	AU Dormitory	\$3,150.00	
06/25/2020	Fall 2020	Raven Basic	\$2,000.00	

Important Information

PAST DUE AMOUNTS ARE SUBJECT TO A FINANCE CHARGE OF 1.5% (18% APR).

For questions regarding your student account, please contact the Business Office at 765-641-4001 or studentaccounts@anderson.edu.

For questions regarding your financial aid and scholarships, please contact the Student Financial Services office at 765-641-4180 or sfs@anderson.edu.

Tuition Smarter.

Monthly payments to fit your life.

Your school partners with Nelnet Campus Commerce to let you pay your tuition and fees over time, making college more affordable.



Convenient



Secure



Affordable

Payment Methods

- Automatic bank payment (ACH)
- Credit card/debit card

Payments are processed on the 5th of each month and will continue until the balance is paid in full.

Cost to Participate

- \$50 enrollment fee per semester
- Nonrefundable returned payment fee if a payment is returned

Simple Steps to Enroll

- Log into AccessAU Academics, accessau.anderson.edu
- Click "Account Balance and Payment" tile
- Create a 4-digit PIN (for first-time users)
- Click "Set up a Payment Plan"

Target Dates to Enroll By:

Fall 2020

- Payment plan available on June 22, 2020
- Payment plan closes on Nov. 25, 2020

Spring 2021

- Payment plan available on Dec. 7, 2020
- Payment plan closes on April 24, 2021

Summer 2021

- Payment plan available on March 15, 2021
- Payment plan closes on June 24, 2021

All down payments will process immediately.

Please note: We recommend using Firefox or Chrome web browser. The Safari browser is not compatible with Nelnet. Also, ensure that pop-ups are allowed by your browser.



ANDERSON UNIVERSITY

Academic and Christian Discovery

Doing Business with AU

Business Office

Billing





- Electronic Invoices-12 times per year around the 25th each month
 - Sent to the **STUDENT'S AU EMAIL ADDRESS**
 - *Payment is due within 30 days of invoice*
 - *All charges for tuition, room & board paid by 1st day of classes*
 - *Other charges for Books will appear on next bill*
 - *Be sure to designate an authorized user*










AccessAU

accessau.anderson.edu


AccessAU

Students



<div>Chapel Attendance</div> <div></div> <div>0 chapels needed</div>	<div>Student Center</div> <div></div>	<div>Classes</div> <div></div>	<div>View Financial Aid Account</div> <div></div>
<div>Academic History</div> <div></div>	<div>Advising and Degree Info</div> <div></div>	<div>Personal Data Summary</div> <div></div>	<div>Meal and Raven Dollar Balance</div> <div><div>0</div><div>Meals Remaining</div></div> <div><div>\$0.00</div><div>Raven Dollars Remaining</div></div>
<div>Mail Center</div> <div></div>	<div>Financial Terms Agreement</div> <div></div>	<div>Account Balance and Payment</div> <div><div>\$1926.68</div><div>Account Balance</div></div>	<div>← Click Here</div>

NBS – Initial Login

[Customer Service](#)

Create Account

Contact Info

Welcome. Please take a few moments to review and complete your contact information.

Name



Prefix	<input type="text" value="-- None --"/>
First Name*	<input type="text"/>
Middle Name	<input type="text"/>
Last Name*	<input type="text"/>
Suffix	<input type="text" value="-- None --"/>

Address

Country*	<input type="text" value="United States"/>
Address Line 1*	<input type="text" value="Street Address, PO Box, Company Name, c/o"/>
Address Line 2	<input type="text" value="Apartment, Suite, Unit, Building, Floor, etc."/> Add
City*	<input type="text"/>
State*	<input type="text" value="-- Select --"/>
ZIP/Postal Code*	<input type="text"/>
Time Zone*	<input type="text" value="Eastern Time"/>

NBS – Home Page



Anderson University

  Customer Service


Home

My Profile

Financial Accounts

Signed in as  

Hello

 **Payment Plan & Billing** [View Details](#)

Current Balance

\$8,183.75

[Transaction Details](#)

Make a Payment

FALL 2016

Payment Plan (101 046 081)


Current Charges

AMOUNT DUE


\$0.00


\$8,183.75


Set up a Payment Plan


 **Refunds**


Manage Refunds



 [TestAccount1@factsmgt.com](#)

 [Register to receive text alerts on your mobile phone.](#)

 [Two Financial Accounts on file](#)

 [Want to allow a friend or family member to pay toward your balance?](#)
Add an Authorized Party.

NBS – Make A Payment

Anderson University

nelnet.
BUSINESS SOLUTIONS

Customer Service

Home

My Profile

Financial Accounts

Signed in as

Make A Payment

1

Select A Payment

2

Payment Method

3

Thank You

Want to designate another payer?

Select Accounts to Pay

ACCOUNT	CURRENT BALANCE	PAYMENT AMOUNT
<div><input type="checkbox"/> Student Account Balance ● Fall 2016</div>	8,183.75	<div>\$ Enter Amount</div>
<div><div>● \$8,183.75 Eligible for Payment Plan</div><div>Set up a Payment Plan</div></div>		
		PAYMENT AMOUNT \$0.00

Cancel

Next - Payment Method


v16.9.11109.11546

Customer Service | Terms of Use | Privacy & Security

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NBS – Set up a Payment Plan

[Customer Service](#)



Anderson University

Fall 2016

[LIVE HELP](#)

Progress Tracker

Contact Information

Amount Due

Plan Options

Payment Details

Payment Schedule

Review & Authorize

Thank You

Payment Plan Options

Amount Due to Anderson University: \$500.00

Select a payment schedule

Show: All Items Selected

Monthly Payments

Select	Payment Method	Down Payment (Due Today)	Number of Payments	Beginning Month	1st Payment Amount	Available Payment Days	Last Day to Enroll	Enrollment Fee (Due Today)
<input type="radio"/>	Automatic Payments from <ul style="list-style-type: none">Bank AccountCredit Card	\$125.00	2	November 2016	\$187.50	25th	16 Nov 2016	\$25.00
<input type="radio"/>	Automatic Payments from <ul style="list-style-type: none">Bank AccountCredit Card	None	1	December 2016	\$500.00	1st 5th	29 Nov 2016 01 Dec 2016	\$25.00

Back

Next

Cancel

Payment Plans

Anderson University

Fall 2016

LIVE HELP

Progress Tracker

Contact Information

Amount Due

Plan Options

Payment Details

Payment Schedule

Review & Authorize

Thank You

Payment Details

Please enter your primary financial account for payments

Pay using

MasterCard - 1111

A 2.75% NBS service fee will be assessed for payments made with a debit card. The service fee is non-refundable. Should a payment amount or method change, the service fee will change accordingly.
Card transactions for Anderson University are processed by Nelnet Business Solutions, USA.

Amount Due Today

Pay using

MasterCard - 1111

(Change)

Enrollment Fee	25.00
Amount Due Today	\$25.00

Remaining Amount

Total Amount Remaining for Payment Plan	\$500.00
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Back

Next

Cancel

NBS – Add an Authorized Party

[Back to Home](#)

Add Authorized Party

First Name

Last Name

Authorized Party Access

Authorized Parties will have access to your Anderson University account balance and the activity that the Authorized Party has initiated on your behalf, such as payments. They do not have access to your contact information, user credentials, other Authorized Parties or your financial account information.

☐ Include the details that make up my balance

Authorized Party Authentication

Create a question that the authorized party will know the answer to. You may want to inform the authorized party of this question and answer.

Authorized Party Authentication Question

e.g. What year did we go to Florida?

Authorized Party Authentication Answer

e.g. 2010

Web Access

Enter an e-mail address to allow this person to create an account and pay online. An e-mail will be sent to this address upon save. If the E-mail Address field is left blank, the authorized party will only be able to discuss your account with NBS over the phone.

E-mail Address

Terms and Conditions

In compliance with the Family Educational Rights and Privacy Act of 1974 (as amended), your educational records and your student account information may not be released to a third party (e.g. your spouse, parents, sponsor, etc.) without your explicit permission. By creating an Authorized Party you are giving explicit consent for that individual to view and discuss your account information, make payments on your behalf, and for us to provide information to that individual about the balance of your account. This authorization will remain in effect until you remove the individual as an Authorized Party on your account.

By adding this Authorized Party you, Kayla Hammons, agree to the terms and conditions.

[Cancel](#) [Save](#)

Business Office Staff

Determined by student's last name

- A – L

- Amy Wolfe
- apwolfe@anderson.edu
- 765.641.4114

- M-Z

- Emily Keesling
- ejkeesling@anderson.edu
- 765.641.4072

- Student Accounts Supervisor

- Mark Smith
- rmsmith@anderson.edu
- 765.641.4119

Business Office Contact Information

Email: studentaccounts@anderson.edu

Local: (765) 641-4001

Toll Free: (888) 765-3046

Location: Bottom of Decker
Hall (BOD)

Fax: (765) 641-3649