



#### 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 24<sup>th</sup> 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 5<sup>th</sup> 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



**Business Office** 

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 (Juniors & Seniors Only)	\$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**

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 Due Date: 24 Jul 2020

Student Name: Rodney Raven Total Amount Due: \$8,619.00

Student ID: **1234567** 

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 Dormatory	\$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.







#### **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

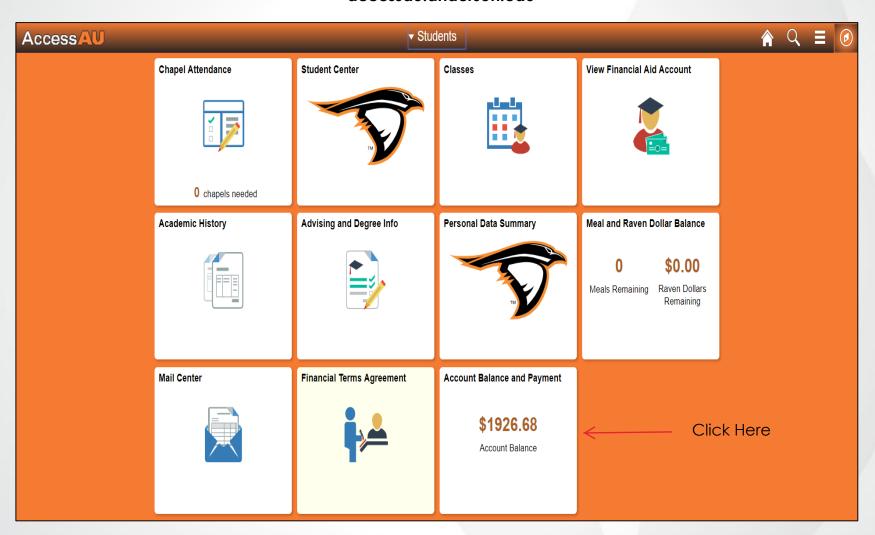
**Business Office** 

# Billing

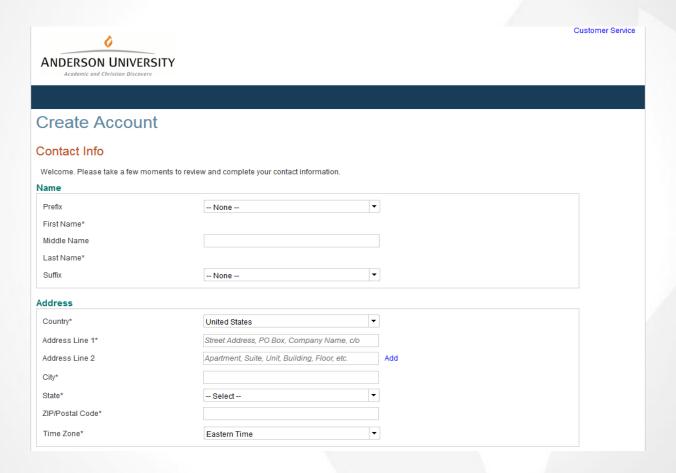
- Electronic Invoices-12 times per year around the 25<sup>th</sup> each month
  - Sent to the <u>STUDENT'S AU EMAIL ADDRESS</u>
  - Payment is due within 30 days of invoice
  - All charges for tuition, room & board paid by 1<sup>st</sup> day of classes
  - Other charges for Books will appear on next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

### AccessAU

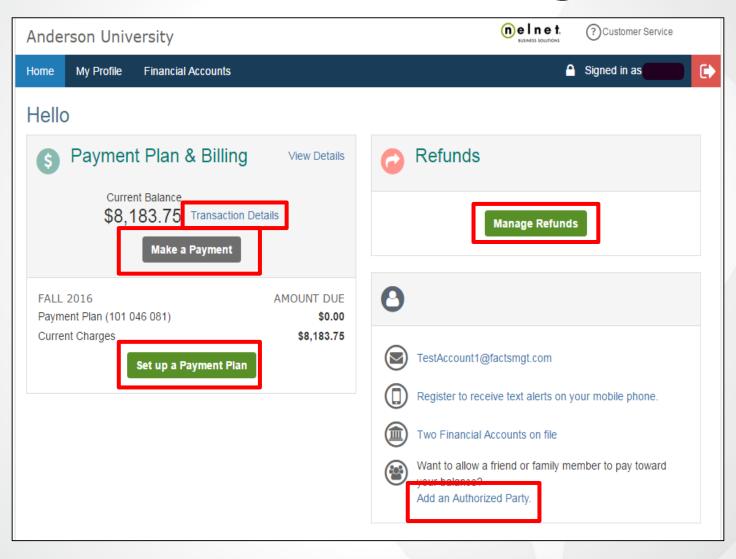
accessau.anderson.edu



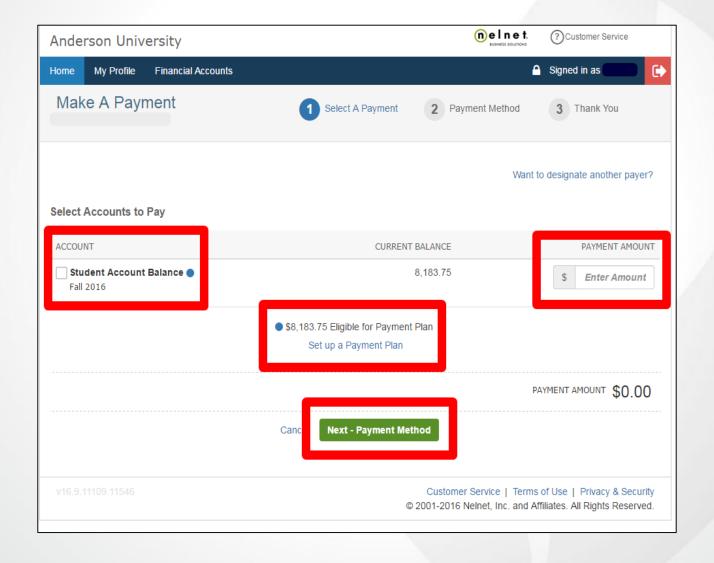
# NBS – Initial Login



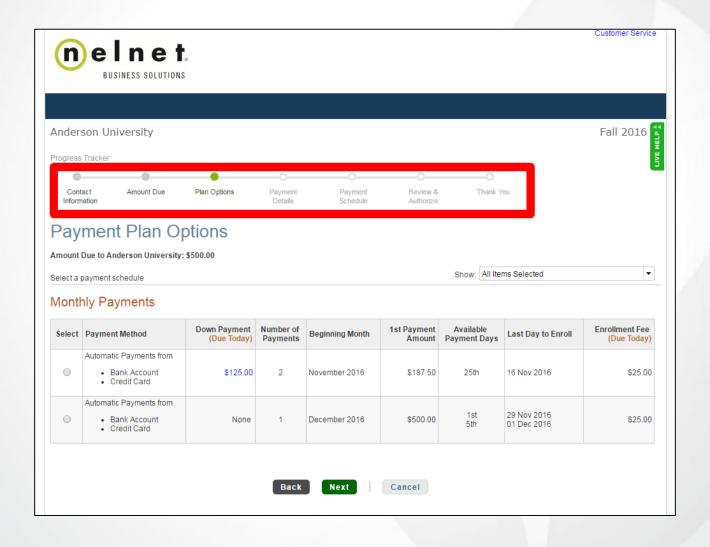
### NBS – Home Page



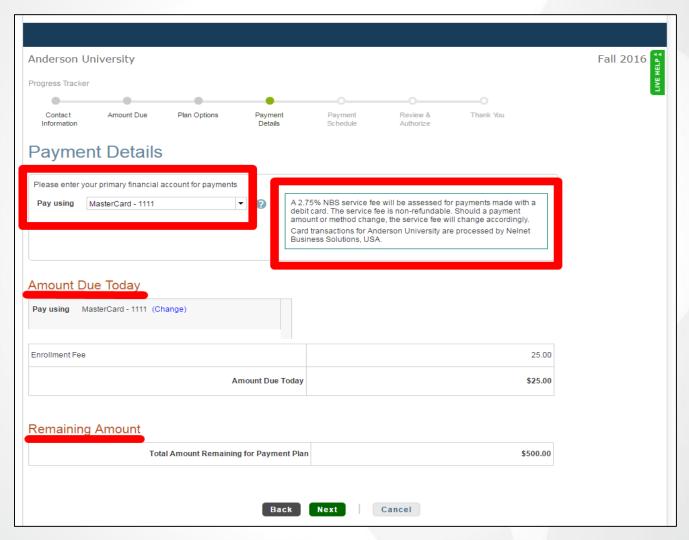
## NBS – Make A Payment



# NBS – Set up a Payment Plan



### Payment Plans



### 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

- $\bigcirc A L$ 
  - Amy Wolfe
  - apwolfe@anderson.edu
  - O 765.641.4114
- OM-Z
  - Emily Keesling
  - o ejkeesling@anderson.edu
  - O 765.641.4072
- **OStudent Accounts Supervisor** 
  - Mark Smith
  - rmsmith@anderson.edu
  - O 765.641.4119

# Business Office Contact Information

Email: student accounts@anderson.edu

Local: (765) 641-4001

Toll Free: (888) 765-3046

Location: Bottom of Decker

Hall (BOD)

Fax: (765) 641-3649