STUDENT BILL AND PAYMENT INSTRUCTIONS
FOR PAYING SPRING 2018 SEMESTER CHARGES

To confirm your Spring 2018 registration, pay the total amount due on the student bill by FRIDAY, DECEMBER 15, 2017

Payment may be made by cash, personal or certified check, money order, Visa, MasterCard, Discover, American Express, or University-approved financial aid.

BY MAIL
Mail a check or money order to:
UNCG Cashiers and Student Accounts Office
P.O. Box 26170
Greensboro, NC 27402-6170

IN PERSON
Pay with cash, check, or money order at:
UNCG Cashiers and Student Accounts Office
151 Mossman Building, Campus

ONLINE
Pay online with either credit card (with a 2.75% service fee) or electronic check. Access the Student Account Center through UNCGenie and follow the online payment instructions listed below.

Mailing Instructions
♦ Include your 9-digit University ID number on all checks or money orders.
♦ Pay the exact amount owed. Do not mail cash.
♦ Make your check or money order payable to UNCG.
♦ Address your payment to the UNCG Cashiers and Student Accounts Office. Do not send it to any other UNCG office or just to UNCG.

Online Payment Instructions Using the Student Account Center
♦ Login for Students:
  ♦ Go to www.uncg.edu and click on the UNCGenie System icon.
  ♦ Click Enter Secure Area. Type in University ID number and PIN and click Login.
  ♦ Click Student Account Center.
♦ Login for Authorized Users:
  ♦ Go to www.uncg.edu and click on the UNCGenie System icon.
  ♦ Click Student Account Center. Type in e-mail address and password and click Login Now.
♦ Once on the Student Account Center homepage, view your balance and click Make a Payment or click on the Make Payment tab at the top of the page.
♦ Select the Current Account Balance option and enter the dollar amount to be paid. It is optional to enter the notation in the Memo block. Click Continue.
♦ Verify the Payment Amount, select the Payment Method, and click Select. If paying by Electronic Check, enter the banking information and click Continue. If paying by Credit Card, click Continue to PayPath and proceed with the step-by-step payment instructions. If a card is used to make payment, a 2.75% service fee (minimum of $3.00) will be assessed.

Registration Confirmation
To verify if your Spring 2018 registration has been confirmed, login to the secure area of UNCGenie from UNCG's homepage, www.uncg.edu. Click Student Services and Financial Aid and then Payment Confirmation. Select the term and click Submit. If your registration has not yet been confirmed, please make certain your balance is settled in full by the payment deadline.

Cashiers and Student Accounts Office
P.O. Box 26170, Greensboro, NC 27402-6170
151 Mossman Building, Campus
Phone 336-334-5831 or toll-free 877-286-8250
Fax 336-334-4178
cashier@uncg.edu
https://csh.uncg.edu/
Financial Aid
The Cashiers and Student Accounts Office determines aid deferability.

- **Pay the “amount due”** shown on your bill by **December 15, 2017**. The amounts for your Spring 2018 charges and anticipated Spring 2018 aid have been combined to produce a net amount for Spring 2018.
- All **previous balances** MUST be paid by **December 15, 2017** and cannot be paid by Spring 2018 financial aid.
- If a **third party source** is paying your bill, it is your responsibility to make sure the appropriate paperwork is in the Cashiers and Student Accounts Office by **December 15, 2017**.
- If you are receiving Title IV (federal) financial aid, make certain you have completed the online **Title IV Authorization Form**. You may access this form by logging into the secure area of UNCGenie, click Student Services and Financial Aid, and then click Financial Aid Title IV Authorization. Select your options for Sections A and B and click Submit.

Outside Scholarship Funds

- Scholarship checks must be received at UNCG by **December 15, 2017** to defer your Spring 2018 charges.
- Official notification from scholarship donors will be accepted as anticipated credit.
- The Cashiers and Student Accounts Office will notify the students who have funds that require endorsement.

**If financial aid has not been applied to your bill, it could be for one of the following reasons:**

- Your financial aid file is not complete or there is an unmet requirement. Please review your information on UNCGenie’s Financial Aid section or contact the Financial Aid Office at 336-334-5702 or finaid@uncg.edu.
- The award type is not deferrable.
- No notification of the outside scholarship was received by UNCG.
- Your failure to meet Satisfactory Academic Progress.
- If you are using a Direct and/or Parent PLUS Loan to cover your bill, please make certain you have accepted your loan online and/or completed the PLUS process and/or Master Promissory Note online at www.studentloans.gov.

TuitionPay Payment Plan

- If your TuitionPay plan is not reflected on this bill, please contact the Cashiers and Student Accounts Office.
- Enrollment in the TuitionPay plan does not cover outstanding charges from the previous semester, parking fines, library charges, etc.
- Outstanding balances from your Fall 2017 TuitionPay contract cannot be carried into the Spring 2018 TuitionPay contract.
- The **deadline** to set up your TuitionPay contract with HigherOne is **December 15, 2017**. Plans may be set up online at https://tuitionpaymentplan.com/uncg. Questions? Contact HigherOne directly at 1-800-635-0120.

Important Information

- Be aware that the following may result in cancellation of your Spring 2018 registration:
  - **Non-payment** or a **partial payment** of your bill by **December 15, 2017**.
  - A **returned check**.
  - Not meeting the conditions of your TuitionPay contract.
- Before making any **room and/or meal plan adjustments** to your bill, please contact The Office of Housing and Residence Life, Ragsdale/Mendenhall Residence Hall, P.O. Box 26170, Greensboro, NC 27412-5001, phone 336-334-5636.
- **Student Health Insurance** - If your bill contains a charge for a health insurance premium and you already have coverage, an online waiver process must be completed. Login to www.bcbsnc.com/uncg to complete this waiver. If you have any questions regarding this waiver process, please contact Student Health Services at 336-334-5759.

Suppression of Directory Information for Students

Under FERPA, students have the right to request in writing that the disclosure of directory information be withheld from persons outside the University. To suppress your name from the University Directory and Campus Information, complete a suppression of personal information form with the Registrar’s Office. This form may be found online at https://reg.uncg.edu/policies/suppression/.