

# STUDENT BILL AND PAYMENT INSTRUCTIONS

## FOR PAYING FALL 2020 SEMESTER CHARGES

To confirm your Fall 2020 registration, pay the total amount due on the student bill by

**TUESDAY, AUGUST 18, 2020**

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 2.85% service fee) or **electronic check**. Access the Student Account Center through UNCGenie and follow the online payment instructions listed below.

### \* Mailing Instructions

- ◆ The check or money order must include your 9-digit **university ID number** and be made **payable to UNCG**.
- ◆ Pay the **exact** amount owed. **Do not mail cash**.
- ◆ Payment **must be received** by the payment deadline. Allow for sufficient mailing time.
- ◆ Address your payment to the **UNCG Cashiers and Student Accounts Office**. Do not send it to any other office or just to UNCG.

### \*\* Online Payment Instructions Using the Student Account Center

- ◆ **Login for Students:**
  - ◆ Go to *uncg.edu* and click on the UNCGenie System icon.
  - ◆ Click Enter Secure Area. Type in User ID and PIN and click Login.
  - ◆ Click Student Account Center.
- ◆ **Login for Authorized Users:**
  - ◆ Go to *uncg.edu* and click on the UNCGenie System icon.
  - ◆ Click Student Account Center. Type in Email and Password and click Login.
- ◆ Once on the Student Account Center homepage, view your balance and click Make 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. Click Continue.
- ◆ Verify the Payment Amount, select the Payment Method, and click Continue. If paying by electronic check, enter the specified information and click Continue. If paying by credit card, confirm the details on the screen, make changes if necessary, and click Continue to PayPath to proceed with the step-by-step payment instructions. If a card is used to make payment, a **2.85% service fee** (minimum of \$3.00) will be assessed.

### Registration Confirmation

To verify if your Fall 2020 registration has been confirmed, login to the secure area of UNCGenie from UNCG's homepage, *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 csh.uncg.edu**

### Financial Aid

The Cashiers and Student Accounts Office determines if financial aid can defer your bill.

- ◆ Pay the “amount due” reflected on your bill by **August 18, 2020**. The amounts of your Fall 2020 charges and anticipated Fall 2020 financial aid have been combined to produce a net amount due for Fall 2020.
- ◆ All **previous balances** MUST be paid by **August 18, 2020** and cannot be paid by Fall 2020 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 **August 18, 2020**.
- ◆ 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 and/or official notification from scholarship donors of forthcoming scholarship payments must be received at UNCG by **August 18, 2020** to defer your Fall 2020 charges.
- ◆ 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 in the Financial Aid section of your UNCGenie account or contact the Financial Aid Office at 336-334-5702 or [finaid@uncg.edu](mailto: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 [studentloans.gov](http://studentloans.gov).
- ◆ **NOTE:** You must be enrolled at least half-time for federal loans to be authorized to your student account.

### Payment Plan

- ◆ Enroll online in the **Student Account Center**. The 3 payment plan must be set up no later than **August 18**. The first installment and \$50 set-up fee are due immediately upon set-up.
- ◆ Plans are **real-time** and must be set up for the current outstanding balance reflected on the student account.
- ◆ Outstanding balances from a prior semester **cannot** be carried into the Fall 2020 payment plan.
- ◆ Only **one plan** may be set up per student per semester.
- ◆ Questions regarding the payment plan may be directed to the Cashiers and Student Accounts Office.

### Important Information

- ◆ Be aware that the following may result in cancellation of your Fall 2020 registration:
  - ◆ **Non-payment** or a **partial payment** of your bill by **August 18, 2020**.
  - ◆ A **returned check**.
  - ◆ Not meeting the conditions of your **payment plan**.
- ◆ Before making any **room and/or meal plan adjustments** to your bill, please contact Housing and Residence Life at 336-334-5636 or [hrl@uncg.edu](mailto:hrl@uncg.edu).
- ◆ **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 [studentbluenc.com/uncg](http://studentbluenc.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 [reg.uncg.edu/policies/suppression](http://reg.uncg.edu/policies/suppression).