

2. Paying for Your Education

Your Financial Commitment to the University

- Statement of Account
- Billing Address
- Payment of Campus Debts
- Late Payment Fees
- Contested Charges
- Returned Checks

Your Financial Commitment to the University

Statement of Account

Each student at UCSC has a financial account administered by the Student Business Services Office (SBS) in 203 Hahn Student Services.

You can view your account activity on the MyUCSC Portal by selecting Financial Information, then Account and Billing.

At the end of each month, an invoice (also referred to as statement of account) for unpaid charges is viewable on the portal and a copy is mailed. The invoice includes a description of each item and instructions for making payment, contesting charges, and making inquiries. Unpaid charges appear on subsequent statements as “Balance Forward” and for reference you can access your prior invoices on the portal for up to one year.

Financial activity posted to the account is considered confidential. No information regarding financial activity may be released or discussed with a third party outside the university (e.g., parent).

For additional information including methods of payment, tips on reading the invoice, plus other billing FAQs, see sbs.ucsc.edu.

Billing Address

It is the responsibility of the student to be sure that the university has the correct address on file. Late fees will not be waived due to incorrect addressing. Your statements will be sent to your mailing address unless you have established a third party billing address (such as your parents’ address). Only your billing statement will be sent to the billing address. Addresses are updated by the student on the MyUCSC portal. Update your address whenever you move or leave UCSC.

Payment of Campus Debts

A statement of account is usually available at the end of each month on the MyUCSC portal. A paper statement is mailed as a courtesy. Payment in full is due upon receipt of statement. The delinquent date is printed near the top of the page. Note that registration fees and housing charges may have an earlier due date. When paying by mail, include the top portion of your statement with your check and mail early to ensure receipt by the due date. Remember to write your student identification number on your check. Before mailing your payment, confirm that the UCSC address is visible through the envelope window.

General payments are applied to the oldest charges first, including housing charges, but specified housing payments are applied only to housing charges. Failure to pay campus debts results in holds on enrollment, financial aid, and use of university services. Payments may be made in person at the Cashier’s Office, located in 102 Hahn Student Services Building. The Cashier’s Office is open for service 9 a.m.–4 p.m., Monday through Friday. Or you may drop your payment into the depository, located on the outside wall of the north entrance of the Hahn Building, until 3 p.m. Payments dropped into the depository after 3 p.m. will be processed the next business day. The campus does not accept credit card payment for charges assessed on the Statement of Account.

Late Payment Fees

Payments received by the cashier after the delinquent date on the statement of account may be subject to late fees. Late fees assessed by other campus units include late registration fees, housing late fees (as noted in your contract), and a Deferred Payment Plan late fee. Additional information regarding other late fees can be found in the following places: on the back of the Statement of Account, your housing contract, and the quarterly *Schedule of Classes*.

Past due charges other than registration or housing are subject to a monthly late charge of \$12.50. Late payment of the first Deferred Payment Plan (DPP) installment of each quarter will be assessed a \$50 late fee. Subsequent DPP payments received after the 20th of each month will be assessed a \$15 late fee.

Contested Charges

You may contest a charge for up to 60 days after the initial billing date.

If you believe there is an error on your statement, first, contact the Office of Student Business Services at oarinfo@ucsc.edu, call 459-2107, or stop by 203 Hahn Student Services. Additional instructions will be provided to you at that time.

To contest a \$12.50 late payment fee, use the form at <http://sbs.ucsc.edu/acrobat/LateContestForm.pdf>.

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Returned Checks

A check returned by a bank will usually be automatically presented twice to the maker's bank. All checks returned to UCSC from a bank are subject to returned check charges. The returned check charge for the first returned check during an academic year is \$25. The returned check charge for any subsequent check returned during an academic year is \$35 each. The returned check charges are in addition to any other departmental late fees. For example, if the check included payment for registration fees, you would be assessed the returned check fee and a \$50 late registration fee. Payment for a returned check must be made by certified funds (cashier's check, money order, or cash) at the Cashier's Office. Failure to immediately redeem a returned check may result in the forfeiture of current and future registration and enrollment. Future check cashing privileges may also be suspended.