

PAYMENT INFORMATION

Payments may be made in the following ways:

In-Person

Payment may be made in the form of cash; personal, business, or cashier's check; or money order at the PLU Business Office in the Hauge Administration Bldg, Room 110. Due to COVID-19 the Cashier's hours are limited, please contact the business office at 253-535-7171 for up to date hours of availability.

By Mail

Mail payments with billing statement remittance stub to Pacific Lutheran University, Attn: Business Office Cashier, 12180 Park Avenue South, Tacoma, WA 98447. Payments by mail may be made in the form of personal, business, or cashier's check; or money order. Checks should be made payable to Pacific Lutheran University. Please do not mail cash.

Online

Students and authorized payers may visit Banner Web self-service at https://banweb.plu.edu/pls/pap/twbkwbis.P_WWWLogin to make online payments. Payers without Banner Web Self-Service access may visit the Student Accounts Web Page at <http://www.plu.edu/payments.htm> and click on the "Make a Student Account Payment" link. You will be required to enter the Student's ID prior to making the payment.

By Phone

Phone payments may be made by calling the PLU IVR at (877) 787-0661. Payments may be made in the form of electronic check or credit card. **Please Note:** Online and PLU IVR by phone payments may be made in the form of electronic check or credit card. Credit card payments are subject to a 2.5% convenience fee. There is no additional fee for electronic check payments. The University currently accepts AMEX, Discover, MasterCard, and Visa for student account payments.

Wire

International wire transfers may be made through the University's International Payment Processor Flywire online at <https://flywire.com/plu>. For assistance making your payment please contact Flywire directly at (800) 346-9252.

Please visit <http://www.plu.edu/payments.htm> for additional payment information and options.

Please Detach and Return This Portion With Your Remittance

Billing Rights

If you think your bill is wrong, write to us on a separate sheet of paper as soon as possible. Please send all inquiries to Pacific Lutheran University Attn: Office of Student Financial Services, Tacoma WA. 98447. We must hear from you no later than 60 days after the first bill on which the error or problem appeared. You may call the Office of Student Financial Services but you must write us to preserve your rights. All students enrolling in courses at Pacific Lutheran University are presumed to be familiar with the academic and administrative regulations, procedures and policies printed in the *University Catalog* and *Class Schedules*, including but not limited to Admission, Registration and Financial Responsibility. These publications are also available online at www.plu.edu/catalog. Each student is encouraged to read the *University Catalog* and *Class Schedules* carefully and plan his or her class schedule and personal finances well in advance of the date of registration.

All tuition and fees charged to a student's account after **September 1st** for Fall Semester and **February 1st** for Spring Semester will be due and payable immediately. Financial Holds will be placed on all accounts with owing balances after these dates for the applicable semester and may impact continued enrollment for that semester.

STUDENT BILLING STATEMENT

Previous Balance:

Balance from a previous month's Student Billing Statement. This amount may be an owing balance or a credit balance from a previous billing cycle. If the balance reflected is an owing amount, it is now past due and is subject to a 1.5% monthly interest charge or a minimum of \$2.00. In addition, a financial hold may be placed on the student's account and may impact continued enrollment for that semester. If the balance is a previous month's credit balance it will have parenthesis "(" around it.

Current Activity:

All transactions (charges or payments) applied to the student's account since the previous month's statement date. The due date on this billing statement applies only to current activity charges.

Current Balance:

The student's account balance [Previous Balance + Current Activity] does not include Pending Financial Aid

Pending Financial Aid (Does not include work study):

Financial aid that has not yet been applied to the student's account: Please contact the Office of Student Financial Services or visit <https://banweb.plu.edu> for details. In order for financial aid to be listed in one of the categories below, you must have accepted the financial aid online through your Banner Web account (Self Service): It is the student's responsibility to ensure that all financial aid accepted on their Offer of Financial Aid is credited to their student account by completing all applicable financial aid requirements (see requirements of Banner Web). All financial aid and other resources already received at the university will be applied to your student account beginning on August 30th for fall semester, December 27th for J-Term/Spring term, and January 27th for spring semester with no J-Term enrollment.

- **Incomplete:** Any scholarship, grant or loan that has outstanding requirements. The Federal Pell Grant will remain incomplete until the Office of Student Financial Services confirms your eligibility with the U.S. Department of Education.
- **In Process:** Any non-federal loan you have accepted (except those with outstanding requirements such as promissory notes, etc.) will be applied to your student account with your financial aid when funds have been received from your lender.
- **Complete:** All requirements have been met. Aid will be applied to student's account beginning August 30th for fall semester, January 2nd for J-Term/Spring term, and January 27th for spring semester with no J-Term enrollment. To receive university gift assistance, undergraduates must be enrolled full time each **semester** (minimum of 12 credits, not including J-Term enrollment). If enrollment drops below 12 credits, university gift assistance will be canceled and other financial aid may be prorated.

Current Due or Credit Balance:

This is the current amount due or credit balance.

- **Current Due:** The amount due to the University by the Due Date indicated on the statement. However, the Previous Balance portion of this amount is due upon receipt of this billing statement.
- **Credit Balance:** Please contact the Office of Student Financial Services regarding the credit balance refund process.

Current Schedule:

List of classes for which you are registered. Registered (under Status) means that you are registered for these classes and have been charged tuition in the Current Activity section.

CONTACT INFORMATION

Billing Statement/Class Schedule Info	Access Online	https://banweb.plu.edu
Billing Questions/Financial Aid	Office of Student Financial Services	(253) 535-7161 or (800) 678-3243
Transcripts/Addr Changes	Registrar's Office	(253) 535-7131
Continuing Education Questions	Continuing Education	(253) 535-8790
Monthly Payment Plan Arrangements	Nelnet Payment Plans	http://mycollegepaymentplan.com/plu
		or (800) 609-8056
Health Service Charges	Health Center	(253) 535-7337
Housing Arrangements	Residential Life	(253) 535-7200
Library Fines	Library	(253) 535-7500
Meal Plans	Dining & Culinary	(253) 535-7204
Parking Fines	Campus Safety	(253) 535-7441
Study Abroad	Wang Center	(253) 535-8375