

BILLING RIGHTS, PAYMENT OPTIONS, STATEMENT AND CONTACT INFORMATION

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: Student Service Center, 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 Student Service Center 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. 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.

PAYMENT OPTIONS

Payments may be made in the following ways:

In –Person/Drop Box

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. After hours, payments may be left in the locked drop box, located outside the Business Office.

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 – Using your Banner Web Self-Service ID and Pin

Students and authorized payers may visit Banner Web self-service at https://banweb.plu.edu/pls/pap/twbkwbis.P_WWWLogin to make online payments. Online payments may be made in the form of electronic check (new feature) 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, and MasterCard for student account payments.

Online – If you do not have a Banner Web Self-Service Pin

Payers without a Banner Web Self-Service Pin may visit the Student Accounts Web Page at <http://www.plu.edu/payments.htm> and click on the "Make a Payment" link. You will be required to enter the Student's ID prior to making the payment.

Wire - International wire transfers may be made through the University's International Payment Processor Peer Transfer online at <https://peertransfer.com/plu> or by calling (800) 346-9252.

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

STUDENT BILLING STATEMENT

Previous Balance:

Current Balance from the previous month's Student Billing Statement. This amount is now past due and is subject to an interest charge. In addition, a financial hold may be placed on the student's account.

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:

Financial aid that has not yet been applied to the student's account; please contact the Student Services Center 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 or through your Offer of Financial Aid. It is the student's responsibility to see that all financial aid accepted on the Offer of Financial Aid is credited to their student account. Financial aid requirements include but are not limited to loan applications, verification forms, entrance counseling, etc. All financial aid and other resources must be applied to your student account by September 30th for Fall and February 28th for Spring.

- **Incomplete:** Pell Grant is incomplete until the Financial Aid Office confirms your eligibility with the U.S. Department of Education or any scholarships, grants or loans that have outstanding requirements.
- **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 after 10th day of class.
- **Complete:** All requirements have been met. Aid will be applied to the student's account after the 10th day of class.

To receive University gift assistance, undergraduates must be enrolled in at least twelve credit hours (full time) each semester. For most undergraduate students, financial aid is based on a minimum of 12 credit hours each semester. If enrollment drops below 12 credit hours, University gift assistance will be canceled and other financial aid may be revised.

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 Student Services Center regarding the credit balance refund process.

Current Schedule:

List of classes for which you are either registered or waitlisted. Registered (under Status) means that you are registered for these classes and have been charged tuition in the Current Activity section. Waitlisted means that you are not registered and tuition has not been charged in the current activity section. The waitlist process is explained in the *Class Schedules*.

CONTACT INFORMATION

Billing Statement/Class Schedule Information	Access Online	https://banweb.plu.edu
Billing Questions/Financial Aid/Addr Changes/Transcripts	Student Services Center.....	(253) 535-7161 or (800) 678-3243
Continuing Education Questions	Continuing Education.....	(253) 535-8378
Monthly Payment Plan Arrangements	Tuition Management Systems	www.afford.com or (800) 722-4867
Health Service Charges & PLU Wellness Access Plan Health Center		(253) 535-7337
Housing Arrangements	Residential Life	(253) 535-7200
Library Fines	Library	(253) 535-7500
Meal Plans	Campus Concierge	(253) 535-7411
Parking Fines	Campus Safety	(253) 535-7441
Study Abroad	Wang Center	(253) 535-8375