

Statement Terms & Conditions

[Contact Information](#)

[University Fees](#)

[Payment Options & Due Dates](#)

[Late Payments](#)

[Statement Terminology](#)

[College Opportunity Fund](#)

[Financial Aid & Loan Cancellation](#)

[Refunds](#)

[Address Updates](#)

Contact Information

Current/Former Students

Office: The Office of Financial Aid
Phone: (970) 491-6321
Walk-in: Centennial Hall
Mail: Accounts Receivable Operations
6024 Campus Delivery
Fort Collins, CO 80523-6024
financialaid@colostate.edu

Non-Student/Commercial

| Accounts Receivable Operations
| (970) 491-2697
| 555 S. Howes Street
| Accounts Receivable Operations
| 6024 Campus Delivery
| Fort Collins, CO 80523-6024
| AROperations@colostate.edu
| (Type "billing" as SUBJECT line)

TO CALL A DEPARTMENT DIRECTLY

Adult Fitness	(970) 491-0928	Parking Services	491-7041
Computer Center	491-5600	Registration/Records	491-7148
Diagnostic Lab	297-1281	Soil Testing Lab	491-5061
Financial Aid	491-6321	University Bookstore	491-1662
Health Center	491-7121	University Library	491-1122
Health Insurance	491-1355	University Withdrawal	491-7095
Housing	491-6511	Vet Teaching Hospital	297-1263

University Fees

2017-2018 STUDENT GENERAL FEE SCHEDULE. The portion of fees used for debt service on bond issues is noted in parentheses.

<u>Fee Area</u>	<u>Amount</u>
Student Recreation Center	123.08 (52.75)
Recreational Sports	16.07
Lory Student Center	187.49 (70.00)
Athletics	114.92 (5.07)
Student Services	102.44
CSU Health Network	201.59 (35.03)
University Counseling Center	46.48
Associated Students of CSU	24.45
TOTAL General Fees	\$821.26
Part-time Fees (5 or fewer credits)	\$150.29

MANDATORY UNIVERSITY FEES

A \$25.00 per term University Technology Fee, a \$26.23 per term University Alternative Transportation Fee (\$11.02 if < 6 credits) and a \$20.75 per credit Facility Fee are assessed to all students. Of the Facility Fee, \$16.60 per credit is used for debt service on bond issues. Refer to the Registrar's web page for additional information about mandatory student fees.

Payment Options & Due Dates

ONLINE PAYMENTS

CSU's preferred payment method is ELECTRONIC CHECK. CSU also offers an online credit card payment option through a partnership with Colorado.gov, a third party credit card processor. The Colorado.gov price includes 75 cents per transaction plus 2.25% of the payment amount. Accepted credit cards include Visa, MasterCard, American Express, and Discover.

Current students may log on to the CSU Web Cashier at <http://ramweb.colostate.edu> by selecting **Billing and Tax Information**. You will need your eldentity. If you have forgotten your eName or ePassword, visit the eldentity web site at <http://eid.colostate.edu>.

Former students may log on to the CSU Web Cashier by entering RAMrecords and selecting **Billing and Tax Information**. You may need to create a RAMrecords login by following the directions on the web site.

The CSU Web Cashier is available to parents and other trusted individuals at <https://wsnet2.colostate.edu/cwis604/famweb/login.aspx>. Students must authorize these users on RAMweb by selecting **Records—Manage Student Record--FAMweb**. FAMweb technical support is available by calling: (970) 491-7276.

Commercial customers should call (970) 491-2697 for information on how to pay online.

CHECK PAYMENTS BY MAIL

Make your check payable to COLORADO STATE UNIVERSITY. Include your CSU ID or customer number on the check. Detach the remittance stub and mail both the stub and your payment to: CSU Cashier's Office, 6015 Campus Delivery, Fort Collins, CO 80523-6015. DO NOT SEND CASH. Payments by check are processed upon receipt (future dates are not honored).

IN PERSON – CASH, CHECK, AND DEBIT CARD PAYMENTS

Cash, check, and debit card payments may be made IN PERSON at the Cashier's Office, 555 S Howes Street Room 110. For hours of operation and other information about the Cashier's Office, please visit http://busfin.colostate.edu/Depts/Cash_Office.aspx. Payment drop boxes are located in the LSC on the main level in the hallway south of the RAMCard/First National Bank suite, and on the first floor of the Howes Street Business Center. *The CSU Cashier's Office does not accept credit card payments in person.*

PAYMENT DUE DATES

Any person or business using University services should be prepared to pay charges when billed. **Payment of all University charges is to be received in the Cashier's Office by the DUE DATE to avoid late payment penalties and account "holds". The University will not register a student, confer a degree on a student, or provide a transcript to any student or former student who has any financial obligation to the University** (other than a loan not yet due). Due dates are the 10th of each month unless the 10th falls on a weekend or holiday; in which case the due date would be the following business day. The University may deny customers certain services if timely payment is not received.

Failure to pay amounts due may result in the referral of outstanding balances to a collection agency in which you will be responsible for paying any late payment charges, collection agency fees up to 40% of the debt, and all costs and expenses including reasonable attorney fees that CSU incurs in its collection efforts.

RETURNED CHECKS

As provided by state law, a \$17.00 penalty will be assessed to the account for each check not accepted by the bank because of insufficient funds, stopped payment, nonexistent account, or any other reason for which the person is responsible. Returned checks will cause a hold on registration, transcripts, and diplomas. All returned checks, plus penalty, and all future payments must be paid in guaranteed funds. Guaranteed funds payments made in cash, money order, cashier's check or debit card can be paid at the Cashier's Office, 555 S Howes Street Room 110. Please visit RAMweb/FAMweb for online credit card payments. If a check was presented to clear a registration hold and is not repaid as specified in correspondence, the student's classes may be cancelled. Insufficient funds checks under Colorado statute may constitute a felony offense.

Late Payments

PAYMENT DEFERRAL CHARGES

To encourage prompt payment, a penalty is assessed for late payment. Payments must reach the University Cashiers Office by 4:00 p.m. on the due date (postmarks do not apply). Any student who completes registration agrees to pay the University according to the payment terms documented in the General Catalog under the Payment of Accounts section. Any non-student agrees to pay the University according to the payment terms documented in department invoices. If a student needs additional time beyond the semester due date, the university will apply a 1.5% payment deferral charge to their account each month until the balance is paid in full. Balances must be paid in full in order to register for future terms, or to fulfill transcript and diploma requests.

FINANCIAL HOLDS

A financial hold may be placed on your account if the "amount billed and due" is not paid by the due date. A student may not access the registration system, obtain academic transcripts, or receive their diploma if a financial hold exists. Holds will be placed prior to registration opening for the upcoming term. To clear a hold you must pay the amount billed and due. Returned checks will also cause a hold on registration, transcripts, and degrees. Services may be denied to commercial customers if a financial hold exists.

Statement Definitions

BALANCE FORWARD	Amount billed in previous billing cycles.
CURRENT CHARGES	University charges, charge adjustments and refunds to your account.
CURRENT PAYMENTS	Payments to your account, including current financial aid and College Opportunity Fund payments.
DEPOSITS	Deposits held by the University to be applied to the account at a later date.
ACCOUNT BALANCE	The total of all charges minus all payments and credits, including future effective dated charges and payments.
AMOUNT DUE	The amount you should pay by the due date listed on your statement.

PAYMENT DUE DATE

Payment on your account must be received physically or electronically by the CSU Cashier's Office by 4:00 p.m. on this date.

College Opportunity Fund

If you are eligible to receive the COF stipend and it is not showing on your University Student account, check RAMweb to verify you have applied for and authorized COF.

Select **Lifetime Authorization** through Registration Ready and never have to authorize again!

You must register for all of your courses through your RAMweb account by the end of the course add/course drop period each semester to be eligible to receive your COF stipend. Check your schedule on RAMweb before the end of the course add/course drop period. You will be responsible for full tuition for any courses added after the end of the course add/course drop period. If you have questions about COF, contact The Office of Financial Aid.

Financial Aid and Loan Cancellation

FINANCIAL AID RECIPIENTS

Grants, scholarships, and loans will be credited directly to the University student account. Go to RAMweb and select "Financial Aid" from the Menu to view and meet your financial aid requirements. Failure to sign, complete, or return required documents may result in disbursements being delayed. Total institutional charges billed by the University must be paid in full by any financial aid that is credited to the University student account. Fines and prior year charges may not be paid by federal financial aid. Changes in enrollment status may affect tuition and fee assessments as well as financial aid eligibility and award amounts. Refunds will only be issued if the financial aid exceeds the total charges billed to the account for the current year (see REFUNDS section). For financial aid information and assistance contact The Office of Financial Aid.

Do not send scholarship checks to the Cashier's Office. Send them to: The Office of Financial Aid, 1065 Campus Delivery, Fort Collins, CO 80523-1065.

PENDING FINANCIAL AID

Financial aid funds cannot be credited to the University student account until 10 days before the beginning of the semester. Prior to this date, the financial aid funds for which you have met all requirements are considered to be "authorized". Authorized financial aid can be viewed on RAMweb. Authorized financial aid will disburse to your University student account 10 days before the beginning of the semester and will post as a transaction on the first billing statement of each semester.

LOAN CANCELLATION

Direct Loan and Perkins Loan recipients have the right to cancel or reduce a portion of their current term loan and have the loan funds returned to the lender. Requests for cancellation or reduction must be submitted to The Office of Financial Aid, 1065 Campus Delivery, within 14 days from the date of disbursement.

Refunds

Credit Balance Refunds

If this statement reflects a credit balance, the account holder may receive a refund in the following ways: (1) Direct deposit to the account holder's bank account. Direct deposit refunds are processed daily and should be in bank accounts within one week. (2) Mailed check to the account holder's current mailing address on record. Check refunds are issued on the first, third, and fifth Fridays of the month for credit balances greater than \$50. Other credit refunds may be requested by contacting Accounts Receivable Operations at AROperations@colostate.edu. If a credit is refunded and subsequent charges are posted to the account, those charges must be paid when billed.

Title IV Financial Aid Refunds

Due to federal financial aid regulations, it's possible that you may receive a refund for current term financial aid while still owing charges from a prior academic year. Title IV Aid may not be used to pay more than \$200 of prior academic year charges. If you have a balance forward on your University student account and receive a refund of current year aid, you will be responsible for the remaining balance on your account. If those charges are not paid when due, payment deferral charges and holds on University services may apply.

Address Updates

eBilling

CSU uses e-mail as an official method of communication with students while they are enrolled, or until census of the following term when a student is no longer enrolled. Students who receive statement notices via eBilling should update their address, phone, email, and any other contact information in RAMweb. Even though they receive statement notices electronically, there is still other communication that may be sent through the mail or over the phone, and it is the responsibility of the student to ensure that all information is kept current with the University. Employees who receive statement notices via eBilling should contact their department's HR liaison to update their contact information in the Oracle database.

Paper Statements

Commercial and Collection accounts who are still receiving paper statements may update their billing/ mailing address with our office. Please call or email AROperations@colostate.edu. Customers are responsible for keeping the University informed of current addresses and contact information.