



WESTERN ILLINOIS UNIVERSITY

Billing and Receivables Office Important Fall 2009 Information

Refunds

Refunds are direct deposited to the bank account of your choice. Setting up direct deposit is easy - select Direct Deposit Authorization from the menu in STARS, and complete the information listed for University refunds. If you do not have a bank account, go to www.wiu.edu/billing and select the Direct Deposit of Refunds link to learn about the special accounts offered by two local banks. This site also provides a list of all Macomb banks and their on-campus ATM locations.

Remember, Federal Title IV funds may only apply to tuition, university fees, health insurance, and university contracted room and board. You are responsible for paying other charges.

The **earliest** date Fall 2009 refunds will be deposited electronically is August 21, 2009. For individuals who have not completed the Direct Deposit Authorization on STARS, refunds will be delayed.

Credit Balance Reflected on Enclosed Billing Statement

If actively enrolled, a refund will automatically be issued if you have completed a Direct Deposit Authorization by August 18, 2009. If a Direct Deposit Authorization is completed after this date, you will need to initiate a refund by returning your billing statement or e-mailing billings@wiu.edu.

Billing Terminology

Definition of charges on your bill can be found on our web page at www.wiu.edu/billing.

Parent and Guest Access Screens

Parent and guest screens can be established by selecting the Parent and Guest Account Management Screen in STARS. This screen allows you to specify up to five individuals who can have access to the screens you select. The system will assign the parent or guest an ID number and a PIN for you to share with your parent or guest.

Important Deadlines

- ◆ Due Date for August Bill - August 28
- ◆ Automatic Pay Plan - August 31
- ◆ Health Insurance Waiver - Sept 4

Plus Loans

Plus Loans will be applied to your university account to pay tuition, university fees, health insurance and university-contracted room and board. Any excess will be refunded to the parent borrower. Parents can elect to have refunds Direct Deposited. Forms are available at www.wiu.edu/billing, then select the Direct Deposit of Refunds link. Please keep the **Financial Aid Office** informed of any address changes pertaining to PLUS refunds.

All About Your Billing Statement...

Overview

- ◆ View your bill via STARS each month. When each bill is ready to view, you will receive a notice in your WIU email account.
 - ◆ You may establish one additional email to which billing notification may also be sent.
 - ◆ Need more than one additional email? Contact the Student Assistance and Parent Service Center.
- ◆ The notification email will only include the account balance and due date. Detail for the bill can be found under B/R Billing Statement on STARS or Parent/Guest Access. You can also choose B/R Account Detail to view the most current account information.
- ◆ Paper bills are printed **ONLY** in January, June and August and mailed to the home address on file in the Registrar's Office.

Paying My Bill

Western Illinois University's automated payment plan provides students and parents an option for budgeting educational expenses. The enrollment deadline for Fall Semester is **August 31, 2009**. This is an interest-free way to spread payments over several months. The payment plan is not a loan and there are no interest charges. The only cost is a \$2 per month transaction fee. To participate in the plan, complete and return the agreement form located at www.wiu.edu/billing. The monthly payments will be deducted from your bank account on the 5th of each enrollment month. Additional payment plan information and payment methods can be found on our website.

Where is my loan?

Since some lenders are no longer participating in the Federal Stafford Loan Program, please check your WIU email from the Financial Aid Office to confirm if you need to select a new lender, sign a master promissory note, and complete the entrance interview, if required. Based upon Federal Regulations, the earliest Stafford Loans may be applied is ten days before classes begin. You may check B/R Account Detail on STARS after this time period.

Student Health Insurance

Student Health Insurance is assessed to all students registered for 9 or more hours. The Student Insurance website (www.beu.wiu.edu) contains information pertaining to coverage, claim processing and waiver of coverage.

Not sure who to ask?

The Student Assistance & Parent Services Center offers a variety of services in a single location. The Center streamlines information and services important to you and your parents. Their office is located on the first floor of the University Union. Contact the Student Assistance & Parent Services Center at 309/298-2092.

Phone Numbers:

Beu Health Center	298-1888
Billing & Receivables	298-1831
Financial Aid Office	298-2446
Parking Services	298-1921
Registrar's Office	298-1891
Student Assistance & Parent Services Center	298-2092
Student Health Insurance	298-1882
University Housing and Dining Services	298-2461
Union Service Center	298-1941