



# FREQUENTLY ASKED QUESTIONS

UNIVERSITY OF CENTRAL FLORIDA

FINANCE AND ACCOUNTING

## STUDENT ACCOUNT SERVICES

### PAYMENT

#### **Q: When is tuition due?**

**A:** The payment deadline date is published on the academic calendar online at <http://www.registrar.sdes.ucf.edu/calendar/academic/>. It also appears on your fee invoice, which may be found on your myUCF portal (*Student Self Service > Student Accounts > Fee Invoice*). If you received an authorized deferral, your due date on the fee invoice may be adjusted. Courtesy email reminders are sent periodically to your Knights Email account prior to the payment deadline date.

#### **Q: How much do I owe for tuition?**

**A:** You may obtain your balance from your myUCF portal by selecting *Student Self Service > Student Accounts > Fee Invoice*. Select the term. The Total Fee Assessment is the total balance due. Anticipated financial aid, Bright Futures awards, or Florida Prepaid College Plan amounts may be deducted from the total balance. Always verify financial aid information after the Add Deadline date on the Academic Calendar and prior to the payment deadline date.

#### **Q: On the payment deadline date, what is the latest time I can submit a payment?**

**A:** Payment will be considered up on time until 11:59 p.m. EST on the payment deadline date.

#### **Q: Can I set-up a tuition payment plan?**

**A:** Yes. The payment plan is a 2-payment design in which the student pays \$15 upfront to pay only 50% of the total tuition bill by the regular payment deadline, therefore avoiding the \$100 late payment fee, and being dropped for non-payment. The student is then responsible for paying the remaining 50% by the Payment Plan deadline on the fee invoice.

Students will sign into their **myUCF** account and click on the “Payment Plan” link to sign up. The payment plan will be available the week following the Add/Drop Deadline on the [Academic Calendar](#). ***Students who sign-up for the payment plan after the Payment Deadline will be assessed a Late Payment fee.***

#### **Q: How do I make an online payment?**

**A:** Payments may be made online through your myUCF portal. Once you login, click on the following: *Student Self Service > Student Accounts > View Your Account (or Fee Invoice) > Due Charges/EPay*. Select either the “Credit Card” or “Electronic Check” payment option. Input your credit card or checking account information, and submit the payment.



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**Q: What if I only have a VISA credit card?**

**A:** If you only have a VISA credit card and you have no other payment methods, you may be able to use your VISA card with the following options:

- Obtain a cash advance through your credit card, and use it to purchase a money order to pay your bill.
- Use a convenience check issued by your credit card company. Checks issued by your credit card company must be mailed to the mailing address on our website as they cannot be processed online.

**Q: What if I only have a VISA debit card?**

**A:** If you only have a VISA debit card and the debit card is linked to a bank account, you may be able to pay through the e-check payment channel. Your bank routing and account number will be needed to process this payment. If the VISA debit card is not linked to a bank account, this option will not apply and another source of payment will be needed.

**Q: How can I pay online and avoid the two percent convenience fee?**

**A:** Only payments made using the credit card option are assessed a two percent fee. You may pay using the e-check option, which does not have a convenience fee. Your bank routing and account number are required for this form of payment.

**Q: Can I pay over the phone?**

**A:** We do not accept any form of payment over the phone. You have the option to make a payment online through your myUCF portal, mail a check payment, or drop off a check payment to Student Account Services.

**Q: I want to mail my tuition payment. What is the mailing address?**

**A:** Please mail your personal check, money order, or cashier's check to Student Account Services using the following addresses:

University of Central Florida  
Payment Processing  
P.O. Box 160115  
Orlando, FL 32816-0115

**Overnight Mailing Address:**

UCF Student Account Services  
Attn: Payment Processing  
4365 Andromeda Loop N.  
Millican Hall, Room 109  
Orlando, FL 32816-0115

\*Please remember to include your name and PID on the check for identification and prompt



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processing purposes.

**Q: If I pay by e-check today, when will the funds be withdrawn from my bank account?**

**A:** Funds must be immediately available. It may take up to two business days for funds to be withdrawn from your bank account

## SCHOLARSHIP

**Q: How do I use my scholarship to pay for my classes?**

**A:** Scholarships are processed through the Office of Student Financial Assistance. Please submit scholarship checks, award letters, or any related documents to their office. Additional information is available at <http://finaid.ucf.edu/contact/donor.html>.

## FLORIDA PREPAID

**Q: Which department handles Florida Prepaid?**

**A:** Florida Prepaid is managed and processed by Student Account Services. The department's contact number is (407) 823-2433. The email address is: [tpbilling@ucf.edu](mailto:tpbilling@ucf.edu).

**Q: How do I set up Florida Prepaid to pay my tuition?**

**A:** You are not required to present or submit your Florida Prepaid card to Student Account Services. We will retrieve this information from the Florida Prepaid website directly and bill for the number of enrolled hours. However, you will need to check your fee invoice prior to the payment deadline date to confirm whether or not Florida Prepaid was applied to your account. There should be an "Estimated FL Pre-Paid" amount shown on the fee invoice. This is the estimated amount billed to your Florida Prepaid plan. If Florida Prepaid is not reflected on your account, please contact Student Account Services at (407) 823-2433, or email to [tpbilling@ucf.edu](mailto:tpbilling@ucf.edu) for assistance.

**Q: How much of my tuition will be covered by Florida Prepaid?**

**A:** Your Florida Prepaid plan is billed based on the **plan type, number of credit hours you are taking and the number of hours available in your plan**. You can view the estimated payment amount on your fee invoice through your myUCF portal. It will be the "Estimated FL Pre-Paid" amount.

**Q: My Florida Prepaid College Plan should cover all fees. Why do I have a balance on my account?**

**A:** Regardless of your plan type, there are fees Florida Prepaid will not cover. Transportation access, technology, distance learning fees, material and supplies, equipment, and ID service and access fees are some of the non-covered charges. Another source of payment, aside from Florida Prepaid, will be needed. Additional information regarding which fees Florida Prepaid covers is available online at [http://www.studentaccounts.ucf.edu/Florida\\_Prepaid\\_Chart.pdf](http://www.studentaccounts.ucf.edu/Florida_Prepaid_Chart.pdf)



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**Q: How do I adjust my Florida Prepaid billing hours or cancel billing of my Florida Prepaid College Plan?**

**A:** You will need to retrieve the “Florida Prepaid Management” form online at <http://www.studentaccounts.ucf.edu/Forms/SA/41-905.pdf>. Please enter the “Effective Semester” and select your billing option. You will then need to submit the form to Student Account Services by the first day of classes.

## REFUND

**Q: How do I set up direct deposit?**

**A:** To enroll, login to your myUCF portal and click Student Self-Service. Go to the Student Accounts link, then click Direct Deposit and follow the [instructions](#). Detailed information regarding Direct Deposit is available online at: [http://www.studentaccounts.ucf.edu/DDeposit/DDeposit\\_Info.cfm](http://www.studentaccounts.ucf.edu/DDeposit/DDeposit_Info.cfm).

**Q: I dropped my courses before the drop deadline date. When will I receive a refund for the payment I made?**

**A:** A refund will be issued shortly after the **late registration** period. Please refer to the academic calendar at <http://www.registrar.sdes.ucf.edu/calendar/academic/> to obtain the late registration date for the term.

**Q: When will I get my financial aid refund?**

**A:** The Office of Student Financial Assistance begins the disbursement process shortly after the drop deadline date. Once your financial aid is disbursed, you will receive an email notification. Disbursed financial aid will be applied to your tuition fees, short term loan, bookstore charges, or any other charges for the term. Any excess funds will normally be refunded to you via direct deposit (if enrolled) or in the form of a check by mail within 10 to 14 business days.

**Q: I did not receive the refund shown on my account. What should I do?**

**A:** Please allow 10 to 14 business days to receive the refund before contacting the university if you are not enrolled in direct deposit. After this timeframe, you will need to submit a completed Stop Payment Request form along with a copy of a valid ID card to Student Account Services. It may take up to seven business days before a replacement check is issued or a direct deposit is processed. The form is available at [http://www.studentaccounts.ucf.edu/Stop\\_Payment\\_Request.cfm](http://www.studentaccounts.ucf.edu/Stop_Payment_Request.cfm).

If you are enrolled in direct deposit, we will automatically notify you if your bank rejects the refund. Financial Institutions typically reject refunds for closed account or invalid account number. Please feel free to contact Student Account Services after checking your Knights email for instructions.



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## LATE REGISTRATION & LATE PAYMENT FEES

### **Q: Why was I charged a \$100 late registration fee?**

**A:** The university assessed a late registration fee because your initial course registration for the term occurred during the late registration period. Please review the academic calendar online at <http://www.registrar.sdes.ucf.edu/> to obtain the registration dates along with other important dates.

### **Q: Why was I charged a \$100 late payment fee?**

**A:** If your tuition was not paid or deferred by the payment deadline date, a \$100 late payment fee was assessed to your account. Please review the academic calendar each semester <http://www.registrar.sdes.ucf.edu/> to obtain the payment deadline date along with other important dates. You may also review your Fee Invoice for your tuition due date.

### **Q: Can I petition late payment or late registration fees?**

**A:** You may petition late payment or late registration fees by submitting a completed **Fee Appeals Committee Petition** form, along with supporting documents, to Student Account Services. The Fee Appeals Committee will review your case, and a decision will be sent via email within 7 to 10 business days from the date the petition is reviewed. You may obtain the form at <http://www.studentaccounts.ucf.edu/Forms/Forms.cfm>.

### **Q: If I submitted the Fee Appeals Committee Petition form, do I need to pay the late payment or late registration fees while I wait for a decision?**

**A:** Submitting the form does not guarantee approval. Please make a payment. If the appeal is approved, a refund will be issued.

## MISCELLANEOUS

### **Q: How do I get my fee invoice?**

**A:** You can retrieve your fee invoice from your **myUCF** portal. Select *Student Self Service > Student Accounts > Fee Invoice*. You may also request for the official fee invoice in-person at the Student Account Services office in Millican Hall, room 109, or make a telephonic request for one to be mailed to you at (407) 823-2433.

### **Q: How can I get a Statement of Charges?**

**A:** You can retrieve your statement of charges from your **myUCF** portal. Select *Student Self Service > Student Accounts > Student Center > Statement of Charges*. You may also request for the form in-person at the Student Account Services office in Millican Hall, room 109, or make a telephonic request for one to be mailed to you at (407) 823-2433.

## DROPPED FOR NONPAYMENT



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**Q: Why did I get dropped from my classes?**

**A:** If your tuition was not paid or deferred by the **payment deadline** date, your current and pre-registered future term classes were dropped for nonpayment. This date is published on the academic calendar, which may be found through the registrar's website online at <http://registrar.sdes.ucf.edu/calendar/academic/>. As a result of the drop, a \$100 drop for nonpayment (DNP) fee will be assessed to your account.

**Q: I was dropped for nonpayment, how do I re-register for my classes?**

**A:** All outstanding fees must be paid before a request can be processed. Contact Student Account Services to obtain the amount due for reinstatement. If you are anticipating financial aid funds to pay your tuition, please request a Verification of Aid form from the Office of Financial Assistance to be sent to Student Account Services on your behalf. Once that amount is paid or a Verification of Aid form is received, you would submit a completed re-registration form to Student Account Services. Our contact number is (407) 823-2433.

**Q: I submitted my reinstatement documents. When will I get re-registered into my courses?**

**A:** It may take up to 48 hours upon receipt of your form for your classes to be reinstated.

## THIRD-PARTY BILLING

**Q: I have a third-party sponsor paying for my tuition. What is the process?**

**A:** Please email, fax, or mail third-party documents to Student Account Services prior to the drop deadline date. This includes vouchers, letter of credits, authorizations, tuition assistance (TA) forms, and other similar documents. Once received, a deferment will be posted on your account to extend your payment deadline date up to 60 days. This will allow time for your sponsor to remit payment. Please check your fee invoice prior to the payment deadline date to confirm the deferment of your tuition and fees. For additional information, please visit [http://www.studentaccounts.ucf.edu/3rd Party Billing.cfm](http://www.studentaccounts.ucf.edu/3rd_Party_Billing.cfm).

Please submit third party billing questions and/or vouchers to [tpbilling@ucf.edu](mailto:tpbilling@ucf.edu).

## WITHDRAWAL

**Q: I withdrew from my class(es). Why do I have a balance due?**

**A:** If you withdrew from classes after the **Drop deadline** date, you are still fee liable, and you owe for the registered courses. For academic purposes you will receive a notation of a "W" on your transcript rather than a grade. This notation has no effect on your grade point average (GPA). You can obtain detailed information about the withdrawal policies from the undergraduate catalog at <http://catalog.ucf.edu/policies/academic-regulations>.

## ADMINISTRATIVE RECORD CHANGE – MEDICAL WITHDRAWAL

**Q: I was approved for a medical withdrawal (MW). When will I receive a refund?**



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**A:** If you were approved for a medical withdrawal through Academic Services or the Office of Graduate Studies, any refund due will be issued to the source of the payment. Bright Future funds will be returned to the Florida Department of Education. Florida Prepaid payments will be returned to Florida Prepaid for restoral of hours. Third-party payments will be refunded to the sponsor. Check payments will be refunded directly to students via direct deposit, or a check will be mailed to the address on file. Credit card payments will be refunded back to the card used for the payment.

## HOLDS

### **Q: I paid the balance on my account, when will the hold be removed?**

**A:** Upon receipt of payment, the hold will be removed within 24 hours. However, you may contact the relevant department to request immediate release. The department's contact information is included in the details of the hold on your myUCF portal.

## 1098-T FAQs

### **Q: What is a Form 1098-T?**

**A:** UCF is required to file a Form 1098-T Tuition Statement with the Internal Revenue Service for UCF students who made payments during the calendar year for qualified tuition and related fees that exceeded gift aid received. The Form 1098-T is used to compute eligibility for education related tax credits. UCF reports payment made to your account during the calendar year for qualified tuition and related expenses.

**BOX 1** UCF will report payments made during the calendar year for qualified tuition and related expenses.

**BOX 2** will always be blank. UCF does not report charges.

**NOTE:** Transportation Access Fees, Health Fees, Student health charges, meal plans, housing, parking, labs, and miscellaneous fees are NOT included.

### **Q: When will my Form 1098-T be available?**

**A:** Students who elect to receive an electronic Form 1098-T may access it via the ECSI link (<https://borrower.ecsi.net/>) any time after **Jan. 25** (estimated date). Otherwise, a paper copy will be sent via the U.S. Postal Service to the Permanent address on file no later than **Jan. 31**.

### **Q: How do I consent to receive my Form 1098-T electronically?**

**A:** Your consent is required for electronic delivery of your 1098-T. Follow the steps below to consent:

#### **To Opt In for electronic delivery:**

- 1) Log into the MyUCF Portal.
- 2) Click on Student Self Service.



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- 3) Scroll to the Finances Section.
- 4) Click on 1098-T Tax Management
- 5) Click on the Opt-In Icon

## **Q: Can I get a copy of Form 1098-T for prior years?**

**A:** Yes, provided that a form was generated and issued to you for the year requested. Students who opted in for electronic delivery may access their prior year Form 1098-T online through ECSI. Follow the steps below to retrieve the form:

- 1) Log into the MyUCF Portal.
- 2) Click Student Self Service.
- 3) Click Student Accounts.
- 4) Click on 1098-T Tax Management.
- 5) Click the **View/Print Forms** link below the OPT IN button.

Students who do not have electronic access to their Form 1098-T via ECSI, can enroll in electronic delivery and access the form for the qualified year(s). Please contact a Student Account Services representative at (407) 823-2433 if you have further questions.

## **Q: Why am I receiving the following message? Message: Cannot locate student (5a). Either try correcting your input or contact ECSI Customer Service.**

**A:** If you received this message while trying to access your Form 1098-T, it means that a form was not generated for one of the following reasons:

- Grants, scholarships, and/or sponsorships, including VA Chapter 31 and 33 benefits, posted to your account during the calendar year were equal to or greater than the total qualified tuition and related fees charged to your account Jan. 1, 2015, through Dec. 31, 2015.
- No qualified tuition and related fees were charged to your student account during the calendar year in which you were enrolled. For example, if you registered in November or December 2014 for the following spring 2015 semester, those charges would be posted to your student account in the month of registration and would be included on the Form 1098-T for 2014 and not 2015. If no other registration took place in 2015, other than spring, there would be no Form 1098-T generated for 2015.

## **Q: Why did I not receive a Form 1098-T?**

**A:** There are several possibilities:

- You did **not enroll** in courses at UCF during the Jan. 1 through Dec. 31 calendar year.
- You **enrolled** in courses at UCF during the Jan. 1 through Dec. 31 calendar year; however, your gift aid (grants, scholarships, and/or sponsorships, including VA





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Chapter 31 and 33 benefits) received during the same time period was more than your eligible charges reportable to the Internal Revenue Service. Please note, some charges on your tuition account are not reportable to the IRS as qualified tuition and related fees.

- Your paper copy of the Form 1098-T was mailed to the mailing address on record and returned by the U.S. Postal Service.

**Remember to keep your contact information current in the UCF portal as follows:**

1. Log into the my.UCF.edu portal.
2. Under Student Self Service, select Personal Information.
3. In the Personal Information box, select Home and Mailing Addresses.
4. Select the Edit box, and update your mailing address information.
5. Ensure your **Permanent** address is active.

**Please ensure your Social Security Number (SSN) or Individual Taxpayer Identification Number (ITIN) is correct.** To update this information, you may contact the Registrar's Office at (407) 823-3100.

**Q: My address has changed and is now different than the one listed on my Form 1098-T. Will this affect me?**

**A:** No, the address shown on Form 1098-T will not affect your filing for Internal Revenue Service income tax purposes. The single most important information on the form is your Social Security Number (SSN) or Individual Taxpayer Identification Number (ITIN) number.

**Q: The Social Security/ITIN Number on my Form 1098-T is missing or incorrect. What should I do? A:** Reporting to the Internal Revenue Service depends primarily on your SSN. It is very important for you to have the correct information on file with the university.

Follow these steps to have a corrected Form 1098-T generated:

- Update your SSN with the UCF Registrar's Office.
- If you had a SSN number issued prior to Dec. 31, we will update the information for the reporting period.
- Complete a W-9 form and submit it to the Registrar's Office to update your ITIN Number.
- Inform Student Account Services of Social Security Number change to request updated form.

## WAIVERS

**Q: Where do I obtain the UCF Employee Tuition Waiver Program form?**

**A:** The employee tuition waiver form is available online at:

<http://www.studentaccounts.ucf.edu/Waivers.cfm> . Please submit completed forms to Student Account Services prior to the term's payment deadline date.



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**Q: I am a UCF or state employee. When do I register for classes?**

**A:** State of Florida and UCF employee enrollment into courses for which the state or UCF employee will seek a tuition waiver will occur on a **space-available only basis** on the last day of registration each term at the time specified on the academic calendar online at <http://registrar.sdes.ucf.edu/calendar/academic/>. Employees who register, place courses in the shopping cart, or waitlist courses prior to the prescribed date and time will invalidate the use of the waiver. Advisor/Department registration prior to the employee registration timeframe will also invalidate the use of the waiver.

**Q: What courses are not covered by the Employee Tuition Waiver Program?**

**A:** The university has the authority to designate which courses are classified as eligible for the tuition fee waiver. The tuition waiver cannot be used for courses with increased costs. Ineligible courses include, but may not be limited to, continuing education; independent study; practicums; supervised research; supervised teaching labs; thesis or dissertation hours; internships; co-ops; College of Medicine courses; or individualized instruction such as in music, art, or dance. A third-attempt repeated course fee is not eligible for the waiver.

**Q: Which programs are not covered by the Employee Tuition Waiver Program?**

**A:** The following programs are **not eligible** for the Employee Tuition Waiver program: Executive MBA; Professional MBA; Professional Master of Science in Real Estate; Professional Master of Science in Management; Health Care Informatics; Engineering Management; Executive Health Services Administration; Master of Science in Research Administration; Master of Nonprofit Management; Master of Social Work (Online Track); Graduate Certificate in Research Administration; and Graduation Certificate in Health Care Informatics.

**Q: I have a Certificate of Participation. Where can I fax the form?**

**A:** Submit COP form by fax or as scanned attachment in an email (preferred method) to [saswaivers@ucf.edu](mailto:saswaivers@ucf.edu). You may also mail the form to the following address:

University of Central Florida  
Student Account Services  
Attn: Waivers Processing  
P.O. Box 160115  
Orlando, FL 32816-0115

**Q: Does the Certificate of Participation cover all the tuition and fees?**

**A:** The Certificate of Participation covers **only** the tuition portion of the hourly rate for either undergraduate or graduate courses. The student must pay the difference and all other incidental registration fees associated with the courses or the term. See the current fee schedule at <http://tuitionfees.smca.ucf.edu/> or contact Student Account Services at (407) 823-2433 to determine the amount owe