



**ARKANSAS STATE**  
UNIVERSITY

**Treasurer's Office**



# Table of Contents

<a href="#"><u>Treasurer’s Office (What We Do)</u></a> .....	3
<a href="#"><u>Contact and Find Us</u></a> .....	4
<a href="#"><u>Staff</u></a> .....	5
<a href="#"><u>What Happens After New Student Registration (NSR)?</u></a> .....	6
<a href="#"><u>Payment Options</u></a> .....	7
<a href="#"><u>How to View Your Bill Online</u></a> .....	8
<a href="#"><u>How to Read Your Bill</u></a> .....	10
<a href="#"><u>Refund Policy</u></a> .....	12
<a href="#"><u>1098T</u></a> .....	13
<a href="#"><u>Third Party Billing</u></a> .....	15
<a href="#"><u>How-To’s</u></a> .....	16

# Treasurer's Office



The Treasurer's Office consists of Student Account Services and the Cashier's Window. We will assist you with any questions you might have regarding tuition charged to your student account or payments made to your account.

The primary function of our office is to issue bills, receive payments and provide information to help students understand the aspects of their account. Various departments post credits and charges to students accounts. Each of the originating departments maintains detailed records concerning specific items that appear on the account and should be contacted directly for questions.

## Services We Provide:

- Account and Billing Counseling
- eBill and Paper Billing
- Excess Aid Refunding
- Faculty/Staff Discount
- Graduate Assistant Waiver
- Out-of-State Tuition Waivers
- Online Payments / Payment Plan Options
- Flywire
- Collections
- Perkins Loans
- Third Party Billing
- Foreign National Tax Compliance
- 1042-S Tax Forms
- 1098-T Tax Forms

# Contact Us

## Treasurer's Office

P.O Box 2640 State University, AR 72467

[www.astate.edu/a/treasurers-office](http://www.astate.edu/a/treasurers-office)

sasbillpayment@AState.edu

Phone: 972-2285 Fax: 972-3068

## Treasurer's Office Hours

Monday-Friday

8:00a.m. - 5:00p.m.

## Cashier's Windows Hours

Monday-Friday

8:00a.m. - 4:30p.m.

Phone: 870-972-3847

## Location

The Treasurer's Office is located on the second floor of the Student Union in room 2146. This is approximately where the Red Wolf logo is placed on the map below. The bottom pictures are from the outside of our office and include the Cashier's Window as well.



Arkansas State University - Treasurer's Office

@AstateTreasurer



# Staff

<b>Brandy Hampton</b>	Treasurer	<a href="mailto:bhampton@AState.edu">bhampton@AState.edu</a>
<b>Fran Lincoln</b>	Associate Treasurer	<a href="mailto:flincoln@AState.edu">flincoln@AState.edu</a>
<b>Student Account Financial Services</b>		
<b>Danielle Childers</b>	Director of Student Financial Services	<a href="mailto:lchilders@AState.edu">lchilders@AState.edu</a>
<b>Kim Parker</b>	Student Counseling	<a href="mailto:kparker@AState.edu">kparker@AState.edu</a>
<b>Chrissy Vines</b>	Third Party Billing, Student Counseling	<a href="mailto:cvines@AState.edu">cvines@AState.edu</a>
<b>Jennifer Novalick</b>	Perkins Loans Management, Waivers, Student Counseling	<a href="mailto:jcnovalick@AState.edu">jcnovalick@AState.edu</a>
<b>Roman Volpe</b>	Excess Aid Refunding, Faculty/Staff Discount, Student Counseling	<a href="mailto:rvolpe@AState.edu">rvolpe@AState.edu</a>
<b>Vanessa Williams</b>	Marketplace Coordinator, Collections & Write-Offs, Student Counseling	<a href="mailto:vwilliams@AState.edu">vwilliams@AState.edu</a>
<b>Erin Sullinger</b>	Collections, Perkins Loan Management, Student Counseling	<a href="mailto:asullinger@AState.edu">asullinger@AState.edu</a>
<b>Treasury Services</b>		
<b>Jennifer Benson</b>	Director of Treasury Services	<a href="mailto:jbenson@AState.edu">jbenson@AState.edu</a>
<b>Toni Holt</b>	Cashiers Supervisor	<a href="mailto:tholt@AState.edu">tholt@AState.edu</a>
<b>Michelle Brown</b>	Accounting	<a href="mailto:kbrown@AState.edu">kbrown@AState.edu</a>
<b>Annette Clements</b>	Cashier	<a href="mailto:sclement@AState.edu">sclement@AState.edu</a>
<b>Vanessa Matlock</b>	Cashier	<a href="mailto:vmatlock@AState.edu">vmatlock@AState.edu</a>

## What Happens After Registration?

Listed below is some helpful information about what students should expect to happen after registration:

- Tuition and fee charges will be available online once student is registered for courses (fall charges will be available in July).
- The student can log in and view their bill online. Please read [page 8-11](#) on how to find and read the bill.
- Students will receive an electronic bill weekly. Notifications will be sent to the student's **A-State Email** account.
- The billed amount is **NOT DUE** until the **11th day of class** for Fall and Spring, but payment arrangements can already be made, in full or with a payment plan.
- Financial Aid will be applied to the Student Account on the **11th day of class**.
- Paper bills will be sent out once at the end of the term.
- We encourage the students to sign up for Direct Deposit. It is safer and easier to receive your Financial Aid refund. Please read page 16 and 17 for more information.
- If Financial Aid will not cover your tuition and fees in full please talk to a Treasurer's Office Counselor before the 11th class day.
- If the student decides not to attend A-State, the student needs to drop the courses that they have been registered for or they will OWE for the charges on their student account.
- The student **MUST** drop their courses **prior to the 5th day** of class to receive a 100% refund.

For more information on Arkansas State's return policy, read on [page 12](#).

# Payment Options

University Policy states that tuition is due and payable no later than the 11th class day of the term. Students should regularly view their Account by Term to verify accurate account information. Students can view and print their bill on official letterhead by accessing myBill. Students with remaining balances after financial aid or students not receiving financial aid must use one of the following payment options:

## **Pay Online (myBill)**

Online payments are an easy and convenient way of making payments! Payments can be made 24/7 (unless noted maintenance time).

## **Credit or Debit Card**

Credit/Debit cards are assessed a 2.85% service fee.

## **Web Check**

Enter Account Number and Routing Number from check. Web Checks are NOT assessed the 2.85% service fee.

## **To access myBill and make payments:**

- Login to my.Astate.edu
- Click on Self Service Banner
- Student
- Student Records
- myBill

## **Pay at the Cashier's Window (Check or Cash only)**

The Cashier's Window is located on the second floor of the Student Union.

## **Mail Payment to Our Office**

Treasurer's Office, P.O. Box 2640, State University, AR 72467

## **Online Installment Plan** - \$40 fee required

Students can setup online payment plans through myBill. Each payment plan has a \$40.00 setup fee. [Payment Plans](#)

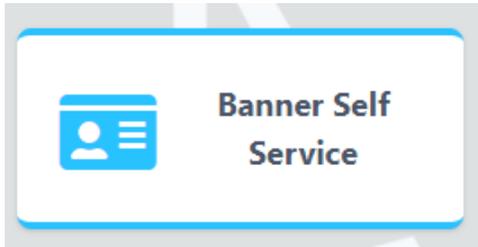
## **International Wires** - Flywire

Any unpaid charges will remain the liability of the student and will be remitted to a collection agency if not paid in full. The student will bear all collection costs and attorney's fees associated with this debt.

**Late fees** will be assessed for outstanding or past due balances monthly.

## View A Bill Online

1. Log into my.Astate
2. Select Banner Self Service

The login page for Arkansas State University. It features the ASU logo at the top, followed by input fields for "Username" and "Password". Below these are buttons for "Login", "Duo Recovery", "Recover ID / PIN", and "Reset Password / First Time Users".

3. Enter ASU ID and PIN

Arkansas State University

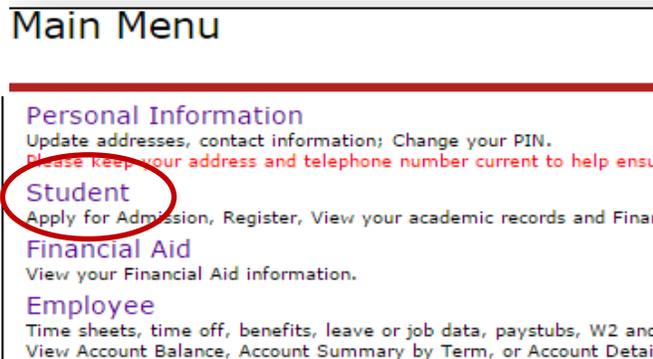
Please enter your User Identification Number (ID) and your Personal Identification Number (PIN). When finished, select Login

User ID:   
PIN:

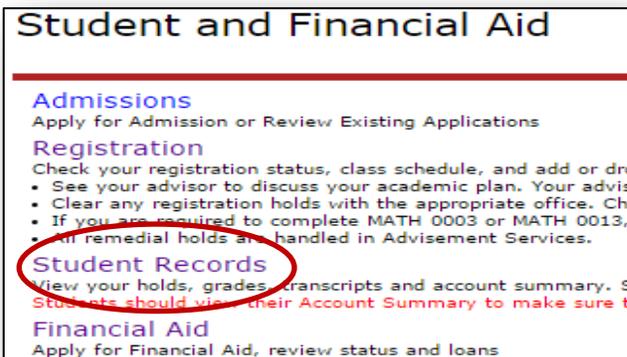
[Click Here for Help with Login?](#)

[Forgot your ID and/or PIN? Click Here](#)

4. Click Student



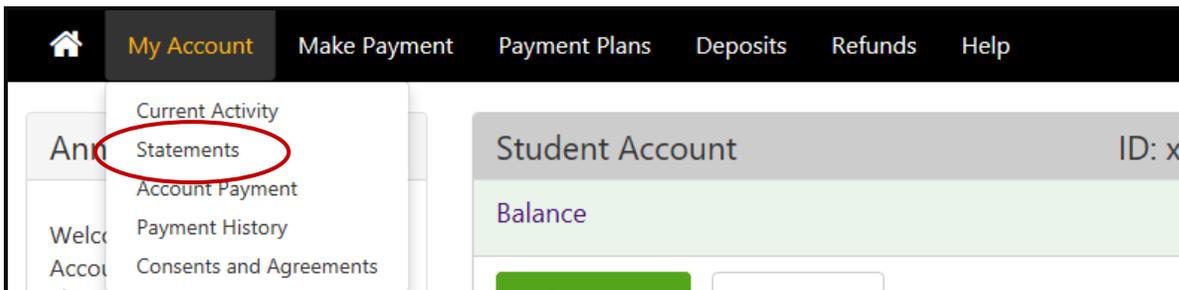
5. Select Student Records



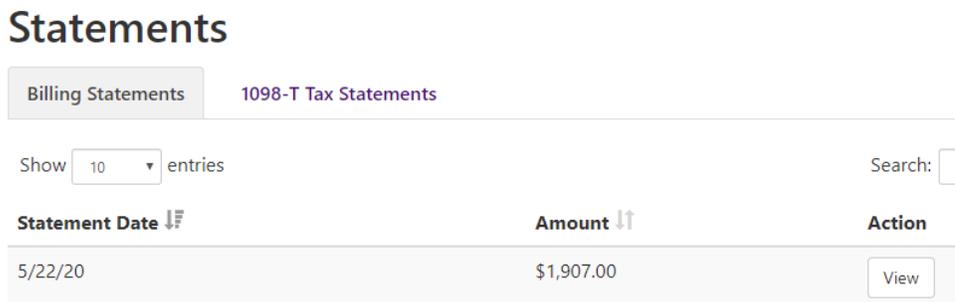
6. Choose myBill twice.



7. At the top of the page, click on the My Account tab, then



8. The first option in the drop down will be for your most current statement. To view an earlier statement, select a date from the drop down



# How to Read Your Bill

①

②



**ARKANSAS STATE UNIVERSITY**

STATEMENT DATE	DUE DATE	AMOUNT DUE
08/02/2019	09/04/2019	\$5,047.00

**Treasurer's Office**  
 P.O. Box 2640  
 State University, AR 72467  
 Phone: (870) 972-2285  
<http://www.astate.edu/>

③

## Account Summary

④

CHARGES		CREDITS/ANTICIPATED CREDITS	
ASUJ Academic Assessment Fee	\$5.00	Mileage Waiver	\$3,324.00
Academic Excellence Fee	\$120.00		
Access & Security Fee	\$48.00		
Athletic Fee	\$228.00		
Deferred Maintenance Fee	\$36.00		
Facilities Fee	\$48.00		
GR NR Tuition - Fall	\$3,324.00		
GR Tuition-Fall	\$708.00		
Information Technology Fee	\$120.00		
Infrastructure Fee	\$48.00		
Library Fee	\$72.00		
NHP GR Support Assessment	\$684.00		
Parking Permit	\$60.00		
Student Activity Fee	\$20.00		
Student Recreation Fee	\$84.00		
Student Union Fee	\$120.00		
Tuition-Fall	\$2,616.00		
<b>Total Charges: \$8,341.00</b>		<b>Total Credits/Anticipated Credits: \$3,324.00</b>	

PREVIOUS BALANCE	CURRENT TERM BALANCE	FUTURE BALANCE	AMOUNT DUE
\$30.00	\$5,017.00	\$0.00	\$5,047.00

## 2019 Fall Schedule ⑤

P	CRN	SUBJ	CRSE	SEC	CMP	COURSE TITLE	CREDITS	ST	DAYS	START/STOP	BUILD	ROOM
1	60842	SW	6033	002	J	CLINICAL PRACTICE WITH INDIV	3.00	RW	M	0630-0920pm	ESMI	216
1	60845	SW	6803	002	J	ADVANCED FIELD I	3.00	RW	M	0500-0615pm	NHP	503
1	60847	SW	6023	002	J	SOCIAL WORK EVAL AND RSRCH	3.00	RW	W	0630-0920pm	ESMI	312
1	64183	SW	6083	002	J	TRAUMA FOCUSED PRACTICE	3.00	RW	T	1100-0150pm	ESMI	204
<b>Total Credit Hours: 12.00</b>												

To learn about paying your student account balance, payment plans, or refund policies, please visit <https://www.astate.edu/a/treasurers-office>

- ① **Statement Date:** The bill issued on this date will not reflect any charged after this date. Statements are uploaded weekly through out the term.
- ② **Due Date:** Payment for all charges on Student Account are due. Late fees can apply for nonpayment.
- ③ **Charges:** Reflects charges for the current term you are enrolled. Tuition and fee amounts are totaled per item if you are enrolled for more than one class during a term.
- ④ **Credits:** Scholarships, waivers, and payments made with Cash, Check or Credit Card will listed under Credits column.
- ⑤ **Schedule:** Class schedule for current term.

# Refund Policy

## Important!

**Students** are responsible for dropping/withdrawing from all classes that they are not attending.

**Students** should not depend on the University to assign a grade of WN (withdraw for nonattendance). Students who attend even one day of a course are not eligible for a WN grade, therefore they must drop the course manually through Self-Service.

When the courses are dropped, the following [refund policy](#) determines the amount that will be refunded to the student's account:

### Fall and Spring Term (Full Term Courses)

First 5 Days of courses: 100% Refund  
Next 5 Days of courses: 75% Refund  
After First 10 days of courses: 0% Refund

### Summer I and Summer II

First 2 Days of courses: 100% Refund  
Next 2 Days of courses: 75% Refund  
After First 4 Days of courses: 0% Refund

### Interim Courses

First Day of Course: 100% Refund

**\*Always check with the Treasurer's Office for Part-of-Term refund rules.**

The exact dates for the last day to add or drop a class for each term can be located on the [academic calendar](#). Also, deadlines for the full term courses can be found on the Treasurer's Office website under [Refund Policy](#).

Be sure to check these sources each semester for the exact dates, as they are subject to change.

# 1098T Information

The 1098T form is used by eligible educational institutions to report information about their students to the Internal Revenue Service (IRS) as required by the Taxpayer Relief Act of 1997. This form is intended to assist students in the preparation of federal income tax returns. An accountant, tax preparer, or the [Internal Revenue Service](#) can best advise students in the utilization of this form when preparing tax documents.

## When will my 1098T be available?

The 1098T forms will be uploaded or mailed by January 31, 2020.

## Where can I find my 1098T online?

- Login to my.Astate.edu
- Click on Self Service Banner
- Select the following links:
- Student
- Student Records
- myBill
- My Account
- Statements

## To what address will my 1098T be mailed?

Your 1098T will be mailed to your **BILLING** address. If your 1098T has already been mailed to the wrong address you will need to print your 1098T via Self-Service. Reprinted 1098T forms are not available in the office.

To ensure that your billing address is current, follow the steps below:

- Login to my.Astate.edu
- Click on Self Service Banner
- Click on Personal Information
- Update Billing Address
- To update an existing billing address, click on the blue "Current" link myBill
- To create a new billing address, click on "Type of Address" at the bottom of the page and select Billing.
- Enter Address and Click Submit

## Why did I not receive a 1098T?

Students that do not have a Social Security Number, Individual Taxpayer Identification Number, or valid address on file will not receive or be able to view their 1098T.

Students whose qualified tuition and related expenses are entirely waived or paid entirely with scholarships or grants will not receive a 1098T in the mail but will be able to view the form online.

### **Was my financial situation reported to the IRS?**

Yes. Section 6050S of the Internal Revenue Code, as enacted by the Taxpayer Relief Act of 1997, requires institutions to file information.

### **Can I get another copy of my 1098T?**

Yes. You can follow the steps above on how to retrieve your 1098T online. ASU-J cannot print a copy for you in office; you must print additional copies from Self-Service.

### **Who do I contact to change my personal information?**

Name, social security number, etc.

- Go to the Office of the Registrar
- Click on Student Information
- Click on Student Forms
- Click on Name/ID Change

Complete this form and return to the Office of the Registrar. It has to be entered in the system before 1098T's are prepared in January.

### **I need assistance with this. Who may I contact?**

You are urged to contact a tax professional, such as a licensed income tax preparer or Certified Public Accountant to assist you with determining whether you are eligible to claim Education Tax Credits, and to determine the amount of credit for which you may be eligible. Alternatively, you may contact the Internal Revenue Service by phone at 1-800-829-1040.

If you have questions regarding the tuition information, please contact the Treasurer's Office at 1-870-972-2285 or email [1098T@astate.edu](mailto:1098T@astate.edu).

**ARKANSAS STATE UNIVERSITY DOES NOT PROVIDE INCOME TAX ADVICE.**

# Third Party Billing

## SPONSOR AGREEMENTS

Arkansas State University will accept tuition assistance (sponsor) agreements in lieu of payments at the time of registration. However, students will be responsible for all amounts owed if the sponsoring agency does not remit payment in full.

**VERY IMPORTANT** - Please make sure to have all required documentation from your agency/sponsorship turned in to Chrissy Vines by the **10<sup>th</sup> day of class**.

## AGENCIES

All agencies will be billed for the total due after discounts, waivers, and exemptions have been applied.

- AmeriCorps
- Arkansas Rehabilitation
- Arkansas Rehabilitation for the Blind
- Baxter Regional Medical Center
- Central Arkansas Planning and Developing District, Inc.
- Central Arkansas Veteran Healthcare
- Department of Human Services
- Department of the Army
- Fordyce Scholarship
- Hamm Scholarship
- SERCO/Arkansas Workforce Center West Memphis
- Mississippi County Arkansas Economic Opportunity Commission, Inc.
- Missouri Rehabilitation
- Northcentral Arkansas Development Council, Inc.
- NUCOR
- Riceland Foods
- ROTC
- State of Missouri, Department of Elementary & Secondary Education, Division of Vocational Rehabilitation
- Sturgis Foundation
- Tennessee Rehabilitation
- Veteran's Administration
- Workforce
- Saudi Arabian Cultural Mission (SACM)

*Note: This list does not include every agency that is billed by ASU-Jonesboro.*

## BOOK EXPRESS DOLLARS

Book Express Dollars may only be used at the ASU Bookstore on campus when using a Third Party Billing Agency to purchase textbooks.

Book Express Dollars can be available the week prior to the first day of class, based upon all information being submitted in a timely manner.

## How-To's

The **How-To's** will guide you step by step where you need to go to make changes. We have them on our website as well for easy access. The following **How-To's** are the most common questions we receive on a daily basis.

### **How do I set up direct deposit?**

Students may set up and change their direct deposit information online for excess financial aid and other student related refunds.

- Log into my.Astate.edu
- Banner Self-Service
- Student
- Student Records
- myBill
- Refunds
- Set Up Account
- Choose your account type (Checking or Savings)
- Enter routing number (consists of 9 digits)
- Enter account number and confirm
- Save

### **Do you offer an installment plan?**

Yes, we do. You start the process online, just follow the steps below. Installments require a **\$40.00 fee**.

- Log into my.Astate.edu
- Banner Self-Service
- Student
- Student Records
- myBill
- Payment Plans
- Enroll Now

*Students enrolled in programs with A-State Online Services or the NYIT Medical College ARE NOT ELIGIBLE for Installment Plans.*

### **I want to appeal my tuition charges. What do I do next?**

The Appeal Process is for students charged ASU tuition and mandatory fees for a course that they did not attend or dropped after the refund period due to extenuating circumstances. For your appeal to be reviewed by the Appeals Committee, you must complete the [appeal form](#) to get started.

### **What address is my bill and refund check sent to?**

Student Account refunds and important information are mailed to the **billing address** on file. Please ensure that a correct billing address has been established so that all documents are received.

- Log into my.Astate.edu
- Banner Self -Service
- Personal Information
- Update Addresses and Phones
- To update an existing billing address, click on the blue "Current" link.
- To create a new billing address, click on "Type of Address" at the bottom of the page, select Billing and click Submit.
- Enter address and click submit.

To remove a "bad address" hold, please e-mail [sasbillpayment@AState.edu](mailto:sasbillpayment@AState.edu) after completion. Request that your hold be lifted and include your name and ID number.

### **How do I add an authorized user to myBill?**

Students can give others (parents, employers, etc.) the ability to access their account information. In compliance with the Family Educational Rights and Privacy Act of 1974 (FERPA), your student financial records may not be shared with a third party without your written consent. Adding an authorized user an individual may view your account information and make payments on your behalf.

- Log into my.Astate.edu
- Banner Self-Service
- Student
- Student Records
- myBill
- Authorized Users Link (On the right side listed under "My Profile Setup")
- Follow steps to add authorized user

### **I have other questions. Who should I contact?**

Registration, Residency Status, VA	Registrar	870-972-2031
International Student Questions	International Student Services	870-972-2329
Housing and Meal Plans	Residence Life	870-972-2042
Loans, Scholarship, Pell Grants	Financial Aid	870-972-2310
Parking Decals, Parking Tickets	Parking Services	870-972-2945
Library Fines	Library	870-972-3077
Campus Card Center	Express Dollars, Book Money	870-972-2900