

STANFORD UNIVERSITY



Our Billing Policy

It is Stanford University's policy to furnish timely and accurate billing information as well as effective payment options to our customers. Billing and payment services are delivered electronically through Stanford's online billing and payment service, **Stanford ePay**. Bill notification is sent to a student's primary email address as recorded in Axess. More information about Stanford ePay may be found at <http://stanfordepay.stanford.edu>.

If it becomes necessary for a student to receive a paper bill, they should do one of the following:

- 1) Use the "Print University Bill" function within the Account Summary section of Stanford ePay.
- 2) Visit an Account Management Specialist in Student Financial Services for assistance in printing out a bill. We are located in the Maude Modular at 632 Serra Street.

The University bill is delivered to enrolled students at Stanford University. Parents, spouses or others who seek billing statements must contact the student to become an "Authorized Payer." (Reference the [Privacy](#) section)

Due Dates

Monthly bills are generated on the 20th of each month and due on the 15th of the following month. For Law students and Undergraduate students, all term charges are due the 15th of the month prior to the start of the semester or quarter. All other students' quarterly charges are due the 15th of the month after the start of the quarter.

Bill Structure and Components

Charges and credits from University departments are aggregated in a student's individual account and presented on the University Bill and in Stanford ePay.

Charges

The bill includes quarterly and semester charges for tuition (corresponds with units billed), room and board, student activity fees, and Cardinal Care health insurance. Other charges may include cable TV, phone feature fees, miscellaneous items such as music lessons, room damage or room re-key charges, or changes. Students living

in certain residences (e.g., fraternities, sororities, etc.) pay their room and board fees to those organizations. Students with board plans through the Stanford eating clubs are billed directly from the eating clubs.

Payments, Disbursed Aid, and Other

This section of the University Bill lists payments, waivers, and refunds.

- Payments: eCheck, credit card, wire transfer, financial aid, or student loans that have been applied to the bill.
- Refunds: stipends to students and overpayments
- Waivers: health insurance or student activity fee.

Payment Methods

- **eCheck via Stanford ePay:** eCheck (ACH) from all US bank accounts is accepted through Stanford ePay. No service charges apply to payments made by eCheck. eChecks can also be used to deposit money on the StanfordCardPlan via Stanford ePay.
- **Credit card via Stanford ePay:** American Express, MasterCard and Discover credit cards are accepted as forms of payment on the University Bill. A non-refundable convenience fee of 2.75% applies to credit card payments.
- **Checks via mail:** Check payments may be sent to the University Cashier's Office, 632 Serra Street, Room 150, Stanford CA 94305. Checks must be drawn on U.S. funds payable through U.S. banks and must not be post-dated.
- **Walk-in:** Customers may visit the Cashier's Office at the Maude Modular (632 Serra Street, Room 150) between 8:00 AM and 5:00 PM on weekdays. The Cashier's Office accepts personal checks, travelers checks, cashiers checks, and money orders (U.S. funds payable through U.S. banks). Stanford does not accept post-dated checks. Credit/debit cards are not accepted for in-person payments at the Cashier's Office.
- **Wire Transfer:** The University accepts payment to student accounts via direct wire service. For assistance, see [Wire Transfer Instructions](#).
- **Drop Box:** For our customers' convenience, a check payment drop-box located outside of the Cashier's Office is available 24 hours daily.

Refunds

Check payments (refunds) to students are the result of several processes. First, department administrators may complete a stipend credit to the student account. This will result in a check being paid directly to the student, rather than pay charges on the bill. Second, an overpayment of charges from a paper check, eCheck, wire transfer or credit card will result in a credit balance on the bill. Credit balances that are refundable are processed after the first week of the term. Refunds are either mailed to the student's mailing address on record, or deposited electronically into the student's checking or savings account via Online Student Direct Deposit. Refunds due to overpayment by credit card are refunded back to the credit card account.

Students who opt for the Online Student Direct Deposit feature are responsible for ensuring the accuracy of routing and banking account number to avoid delays in receiving their funds.

For more information and instructions about setting up Online Student Direct Deposits, visit [Enroll/Update/Cancel Direct Deposit](#).

A note about receiving checks

Receipt of a check, Online Student Direct Deposit, or credit card refund from this office does not imply that all charges on the bill have been paid. Students are responsible to review their bill and ensure that all charges are paid by the due date.

Past Due Accounts

The University must receive the full amount due on or before the due date indicated on the bill. If full payment is not received by the due date, a late fee of 1% of the amount past due will be assessed. Anticipated Aid (aid that has been accepted but not disbursed and is shown on the student account) will reduce the total amount due prior to late fees being applied. In addition, student accounts that become past due are subject to financial holds that block enrollment, course changes, transcripts and diplomas.

Returned Checks

Checks or eCheck payments returned due to insufficient funds have already been submitted twice to the bank. A non-refundable \$25.00 administrative fee will be assessed. In addition to this fee, student accounts are subject to holds and late payment penalties may apply.

Account Collection and Credit Reporting

Delinquent accounts may be reported to one or more of the national credit reporting agencies. Severely delinquent accounts or unpaid returned checks may be referred to an outside third party collection agency and/or litigation in accordance with state and federal laws. Students with delinquent accounts may be held responsible for all collection costs, attorney fees, court costs and interest rates up to the maximum as allowed by California law.

Graduated, Leaves of Absence or Discontinuation

The billing of University charges to student accounts may occur at any time during the academic year. Students who have separated from the University (e.g. leave of absence, withdrawal, graduation, and discontinuation) may see adjustments to charges and/or financial aid on their account. If changes occur, additional bills may be generated after separation. Students should maintain a current email address in Axess to ensure they continue to receive billing notices.

Getting Historical Bill Information

Students may access historical, term-by-term student account detail for all academic terms via the "Finances" tab in Axess at <http://axess.stanford.edu>. University policy allows access to Axess for up to five years after separation from the University.

Email services are available for up to 120 days after separation. Students are strongly encouraged to update their email address after separation in order to continue receiving official communications from Stanford.

Third Party Sponsored Billing

As a service to students, we will invoice outside organizations (sponsors) which require a separate invoice for the items on the student bill the sponsor will pay in support of a student. This process is called the Third Party Contract (TPC) billing. To enroll in the TPC billing process, sponsors must complete the TPC Application Form for the appropriate academic year. The signed, completed form should be submitted with a letter of authorization. The form is located at: [Third Party Contract Application](#). The student remains the primary individual liable for payment on their University bill if the sponsor does not pay the invoice timely.

TPC payments are due 60 days after invoicing. If a sponsor does not pay within 60 days of the issuance of the invoice, the TPC credit on the students' account may be reversed and all charges will be reinstated on the student's University Bill. This action will cause the student's account to become past due and subject to our past due account policies.

Privacy

Federal regulations prohibit Stanford University from releasing student information (records) to third parties (including parents, spouses or relatives) without written consent from the student. Full details concerning the Family Educational Rights and Privacy Act of 1974, (FERPA) can be found at <http://ferpa.stanford.edu>. Students may grant Stanford ePay access to third parties. Once authorized, these individuals are referred to as "**Authorized Payers**", and as such, can use Stanford ePay to access their student's billing and account information, as well as make payments to their student's account. Students may revoke Authorized Payer access at any time by deleting the Authorized Payer's entry in Stanford ePay.