PAYMENT OPTIONS

ONLINE	CASHIER'S WINDOW	MAIL
PERSONAL CHECK **VISA** **MASTERCARD** **AMERICAN EXPRESS** **DISCOVER** *See Instructions Below* ***Debit and Credit Cards Accepted***	**CASH** **PERSONAL CHECK** **OFFICIAL CHECK** **MONEY ORDER** **VISA** **MASTERCARD** **AMERICAN EXPRESS** **DISCOVER** ***Debit and Credit Cards Accepted*** **Location:** ACADEMIC BLDG, 2nd FLOOR NEXT TO ROOM 284 **Hours:** Monday - Friday; 9am - 4pm	**PERSONAL CHECK** **OFFICIAL CHECK** **MONEY ORDERS** **Mail payments to:** Albany State University Financial Operations Office 504 College Drive Albany, GA 31705 **Include w/payment:** Name, Student ID or SS#, Phone Number and Purpose for Payment

OR → OR

ONLINE PAYMENT INSTRUCTIONS

Online payments can be made by current or former ASU students.

Students paying for **Housing Deposits/Applications, Applications for Admission**, or **tests** should contact those respective departments for specific payment instructions.

Students making **non-tuition payments** (i.e. **transcripts, graduation fees, replacement HigherOne or Student ID cards)** are requested to email ***financialoperations@asurams.edu*** after online payment is made. Include the following information in the emal: Name, Student ID, Phone number, Reason for payment, and Amount of payment

For additional assistance with the online payment process, please call Financial Operations at (229) 430-4610 or (229) 420-7012.

To BEGIN on-line payment:

1. Go to **www.asurams.edu**
2. Roll cursor over **Quick Links** in top right corner
3. Click on **Banner**
4. Click on **Login into Secure Area**
   a. Enter **Ram ID#** (*If user does not know or cannot remember Ram ID#, Click on **Retrieve ID***) All students have a Ram ID#. (Even students who have not attended 10 years or more)
   b. Enter **Banner Password** *(If user cannot remember password, click on **Forgot PIN?**–If not successful or if you need a new assigned password, please contact ASU Helpdesk at (229) 430-4909).*
5. Click on **Login** to proceed
6. Click on **Student & Financial Aid**
7. Click on **Student Account Information**
8. Click on **Account Detail For Term**
9. **Select Term,** then Click Submit (FALL: August - December SPRING: January - April SUMMER: May - July)
10. At bottom of page, Click on **Make a Payment** to go to **TOUCHNET ONLINE PAYMENT PORTAL.**

TOUCHNET ONLINE PAYMENT PORTAL

1. Under Students and Staff, enter **Ram ID # (UNIVERSITY ID)** and **Banner Password (PIN)**, then Click on **Login**
2. Click on **Make a Payment**
3. Click on **Make a Payment** again
4. Choose to pay by **Current Account Balance (even if account has zero balance)**
5. **Enter payment amount** in box on the right, then Click **Continue**
6. Select **Payment Method** from drop down box, then click **Select**
7. Enter card and billing information, then click **Continue**
8. Review transaction information, if okay, click **Submit Payment**; If not okay, click **Previous Step** to correct.
9. **Payment** will post immediately to student's banner account.

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HIGHERONE EASY REFUND CARD

Who is HigherOne?	How Will I Receive the Card?	Refund Options
HigherOne is a financial services company that provides refund management and payment services to higher education institutions. ASU partnered with HO in 2007.	HigherOne mails the card to the student's home address in Banner. **There is no need to request the card**. It is mailed shortly after registration of classes is complete. *Instructions on how to activate the card and how to set up refund options are included with the card.*	▸ Fastest Option: Deposit into OneAccount (Use HO Easy Refund Card) ***or*** ▸ ACH Deposit into personal account **Takes 2 -3 days after refund is processed**
About the HigheOne Card	**What is a Refund?**	**Important Fees and Contact Info**
The HigherOne Easy Refund Card is a ***Debit*** MasterCard® tied to a FDIC insured checking account, known as the OneAccount. The card can be used anywhere MasterCard® is accepted. *ALL students are to activate their cards. Do not throw it away.*	A refund is any money that ASU owes you. Common reasons you may receive a refund include: Financial Aid overages from student loans, dropped classes, withdrawals, or tuition overpayment.	**Replacement Card Fee** Active Card: $15 Inactive Card: $10 **Fees Charged per Refund** Refund Card/OneAccount: FREE ACH Deposit/Personal Account: $.10 cent HigherOne Contact: 1-877-327-9515 Additional info: www.higherone.com www.easyrefundcard.com

STUDENT FINANCIAL RESPONSIBILITY

MAKING PAYMENTS

By registering for classes at Albany State University, students agree that they are financially responsible for all charges related to their course registration, meal plan, housing, and other related fees. In addition, students may also incur fines, penalties or damage fees, which may be processed through the student account that they are financially responsible for.

Students are to complete payment of their tuition and fees by the due dates outlined by the academic calendar and billing statements to maintain active enrollment status and their ability to register for courses for future semesters.

BILLING STATEMENTS

Billing statements are mailed to each student's active mailing address if there has been any account activity resulting in a balance. In addition, all currently enrolled students will receive e-mail notices regarding their account balance at their Albany State University email address.

MAINTAIN AN ACCURATE MAILING ADDRESS

Students are required to maintain an accurate address with the school. If you will be moving, please submit a Change of Address Form, available from the Office of the Registrar or update your mailing address via Banner Web.

Failure to receive a student account statement in the mail is not an adequate reason for nonpayment.

DELINQUENT ACCOUNTS

The student receivable process begins when the student registers for courses, since the enrollment triggers charges for tuition and required fees. Albany State University policy provides for the withholding of University services until balances are paid in full. The restriction of service will prevent the student from having access to transcripts, registering for additional class, or graduating until the receivable is paid.

If the student's account is not paid in a timely way, further ***collection efforts*** will be made to collect the amount owed. If the account is sent to a collection agency, additional fees will be added to the balance due. These fees may add up to over 33% of the original balance due. In addition, the collection agency may report the delinquency to a credit bureau.

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