

STANFORD UNIVERSITY



Billing Policy

Stanford University's policy is 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 @stanford.edu email address as recorded in Axess. More information about Stanford ePay may be found at <http://stanfordepay.stanford.edu>.

The University bill is delivered to registered 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 19th of each month. Notification to view the bill via Stanford ePay is sent to students and authorized payers on the 20th. When the 19th falls on a weekend or holiday, with the exception of December, bill generation and notification will occur on the next business day. Payment is due on the 15th of the following month. For Undergraduate students, all term charges are due the 15th of the month prior to the start of the 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 via Stanford ePay.

Charges

The bill includes quarterly charges for tuition (which corresponds with units billed), room and board, student activity fees, campus health service fee, and Cardinal Care health insurance. Other charges may include, but are not limited to, cable TV, phone feature fees, miscellaneous items such as music lessons, room damage or room re-key charges, charges made via the StanfordCardPlan, or changes to charges posted previously.

Payroll Deduction Plan

[The Payroll Deduction Plan](#) is a means for Graduate Student Research Assistants and Teaching Assistants to deduct a portion of their bi-weekly salaries for the purpose of paying tuition and fees. Graduate students may enroll in payroll deduction for one academic year at a time.

Payments, Disbursed Aid, and Other

This section of the University bill lists payments, waivers (health insurance or student activity fee), refunds, and transfers to the Payroll Deduction Plan.

Granting Permission to apply Financial Aid Funds

In most cases, financial aid is automatically applied to charges on the University bill. However, certain charges cannot be automatically paid with financial aid funds because these expenses are not included in the standard Cost of Attendance used by the Financial Aid Office. Examples include late study list fees, dorm damage fees and early arrival housing fees. However, students may sign up for [Student Permissions](#), allowing financial aid funds to be applied to all of these charges.

Payment Method

eCheck and International Funds Transfer (IFT) via Stanford ePay

Stanford ePay is Stanford's preferred method of payment because it is secure, provides real-time payment posting for students, and is environmentally responsible (green). Other forms of payment should only be used in circumstances in which ePay is not an option. eCheck (ACH) from all U.S. bank accounts as well as International Funds Transfer (IFT) via Western Union in foreign currencies are accepted through Stanford ePay. The University does not charge any fees for payments made via Stanford ePay.

Alternative Payment Methods

Checks and other

If using Stanford ePay is not possible, the University will accept personal checks, traveler's checks, cashier's checks, and money orders. Checks must be drawn in U.S. funds payable through U.S. banks and must not be post-dated. The student's name and Stanford University identification number should be noted on the check. Checks may be mailed and other payments may be personally delivered to the Student Financial Services Office address below. Effective January 1, 2014, the University does not accept payments in cash.

Wire Transfer

If International Funds Transfer via Stanford ePay is not possible, the University will accept payment to student accounts via direct wire service. Wired funds should be directed to:

Wells Fargo Bank
Corporate Banking Division
Attention: Banking Services Officer for Stanford University
San Francisco, Main Office, 420 Montgomery Street

Our bank account number is: 4944-863596
Our bank ABA number is: 121-000-248
Our BIC or SWIFT code is: WFBIUS6S

Note: IBAN is a European bank account numbering convention that is not used for U.S. bank accounts. The BIC or Swift code should be used when an IBAN is requested.

Important: For prompt processing, the student name and the Stanford University identification number must be included in the wire instructions. The sender's bank will typically charge a service fee to initiate the wire transfer. Intermediary banks handling a wire transfer may also collect a handling fee. Stanford University's bank, Wells Fargo, does not charge a fee for incoming wires.

Refunds and Stipend Payments

Refunds

Overpayments of billed charges via paper check, electronic check, wire transfer, student loan disbursement or other financial aid will result in a credit balance on the student account.

Financial Aid and Loans

Overpayments of student loan disbursement or other financial aid are refunded to students three times per week.

Cash

Overpayments of cash (payments including electronic checks, paper checks, and wire transfers) remain on the student account and are applied to future charges unless the student requests a refund by contacting the [Student Services Center](#). Annually, after the end of the academic year and before the University's fiscal year end close (8/31), remaining overpayments of cash on student accounts will be automatically refunded to students.

Refunds are deposited electronically into the student's checking or savings account via [Direct Deposit](#). Students are responsible for ensuring the accuracy of routing and banking account numbers in their Direct Deposit profile to avoid delays in receiving their funds. If a student has not set up Direct Deposit, a paper check is ordered and mailed from Wells Fargo's processing center (off campus and out of state). As a result, the receipt of funds by the student is delayed several days by processing and mailing time. Additionally, while Stanford University can ensure mailing takes place, delays due to postal handling or lost mail are beyond our control.

Refunds to Parents

Refunds that are the result of an overpayment of Parent Loans for Undergraduate Students (PLUS Loans), will be mailed to the parent who signed for the PLUS loan unless the parent designates the student to receive the credit.

Stipend Payments

Department administrators may complete a stipend credit to the student account. This will result in funds issued directly to the student, rather than a payment of charges on the bill.

A note about refunds:

Receipt of a refund or stipend does not imply that all charges on the bill have been paid. Students are encouraged to carefully review the charges, payments, and other activity on their account prior to the payment deadline even if financial aid is expected or a refund has been issued.

Further Provisions

Past Due Accounts

The University must receive the amount due on or before the due date indicated on the bill. This includes students enrolled in the payroll deduction plan. If payment is not received by the due date, a late fee of 1% of the amount past due may 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. Student accounts that become past due are subject to financial holds that block enrollment, course changes, transcripts and diplomas. Anticipated aid does not prevent holds from being placed on accounts.

Returned Payments

A non-refundable \$25.00 administrative fee may be assessed if a student payment is returned from the bank. In addition to this fee, student accounts are subject to enrollment, diploma and transcript holds; late payment fees 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 payments 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 allowed by California law.

After Graduation, 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 are strongly encouraged to update their personal information including email addresses; mailing addresses, and telephone numbers after separation in order to continue receiving official communications from Stanford.

Getting Historical Bill Information

Students may access historical, term-by-term student account detail for all academic terms via [Stanford ePay](#).

Third Party Sponsored Invoicing

As a service to students, Stanford University will invoice outside organizations (sponsors) for the items on the student bill that the sponsor will pay in support of a student. This process is called the Third Party Contract (TPC) invoicing. To enroll in the TPC invoicing process, sponsors must complete and submit the [TPC Application Form](#) for the appropriate academic year. The student remains responsible for payment of charges on their University bill if the sponsor does not pay the invoice by the due date.

TPC payments are due from the sponsoring company 30 days from the date of the invoice from Stanford. If a sponsor does not pay within 30 days, the TPC credit on the student's 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 by the student, 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.