Billing Policy

AUTHORITY

Reviewed and approved by the Director of Student Financial Services

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BILLING POLICY

Stanford University’s policy is to furnish timely and accurate billing information as well as effective payment options. 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 https://sfs.stanford.edu/student-accounts/pay-your-bill.

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” (Refer to the Privacy section below).

Due Dates

Monthly bills are generated on or about the 20th of each month. Payment is generally due on the 15th of the following month. Please see Dates and Deadlines for detailed due dates.

Bill Structure and Components

Charges and credits from University departments are aggregated and presented on the University bill via Stanford ePay.

Charges

The bill includes quarterly charges for tuition, room and board, student activity fees, campus health service fee, and Cardinal Care health insurance. Other charges may include, but are not limited to, StanfordCardPlan, ITS charges, or adjustments 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.

Payments, Disbursed Aid, and Other

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 due to federal regulations. Examples include late study list fees, dorm damage fees and early arrival housing fees. Students may sign up for Student Permissions which allows financial aid funds to be applied to all charges.

PAYMENT METHOD

eCheck and International Payments 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. eCheck (ACH) from all U.S. bank accounts as well as international payments in foreign currencies are accepted through Stanford ePay. The University does not charge any fees for payments made via Stanford ePay. Other forms of payment should only be used in circumstances in which ePay is not an option.

Alternative Payment Methods

If using Stanford ePay is not possible, see Alternative Payments Options.

REFUNDS AND STIPEND PAYMENTS

Refunds
Overpayments of billed charges, 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 multiple times per week.

- **Other overpayments**
  - Overpayments not representing aid or loans, remain on the student account and are applied to future charges unless the student requests a refund by contacting the [Student Services Center](#). Annually, remaining overpayments on accounts for student who have left the University will be automatically refunded.

Refunds are deposited electronically into the student’s bank 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 mailed to the student’s Mailing Address in Axess. Paper checks are delayed several days by processing and mailing time and, 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 home address of the parent who signed for the PLUS loan unless the parent designates the student to receive the refund.

**Stipend Payments**

Stipend credits to the student account 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 should 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. 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 posted to the account and is shown on the bill) 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. If the amount due remains unpaid, 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.

Third Party Sponsored Invoicing
As a service to graduate 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 Third Party Contract (TPC) invoicing. To enroll in the TPC invoicing process, sponsors and students must complete, sign, and submit the TPC Application Form or other approved document for each 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 are then 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 Student Record Privacy. 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.