

Spring 2020 Billing Information Letter

Dear Students and Parents:

As of the FALL 2011 semester- SUNY ESF will no longer print and mail paper bills. The Spring 2020 bills will be available December 15, 2019 and payment is due by January 15, 2020. Students, who are registered for the Spring 2020 semester by December 1, 2019 will receive an e-mail notification the bill is available. Students registering for classes during Spring 2020 orientation will have their bill available, online, the day after registration, with payment due 30 days from that date.

For Access to your Bill and Online payments:

Returning Students use the new MyESF Portal at <http://myesf.esf.edu>, sign in under the User ID and ESF PASSWORD.

New Undergraduate Students, entering **Spring 2020**, use the new MyESF Portal at <http://myesf.esf.edu>, sign in under the User ID and ESF PASSWORD.

New Graduate Students entering **Spring 2020**, go to the graduate accepted student portal <http://myesf.esf.edu> use your student log in and password to access.

If you are billed full time, but only registered part time and will remain a part time student, please call 315-470-6652. We will verify your registration with the Financial Aid Office and then adjust your billing charges accordingly.

Financial Aid Concerns:

o You can verify your aid by logging into the Billing and Financial Aid Information section in **MyESF**. Please contact the Financial Aid Office at 315-470-6706 or Finaid@esf.edu if you have any questions about your aid.

o If you do not see a deferral for any Direct Loans- please contact Tom Smith, Senior FA Advisor at tjsmith@esf.edu .

o Alternative/Private loans will not show as a deferred amount on your bill. This is because some alternative/private loan checks do not get processed through our office. Once the EFT or paper check has reached our office we will put the deferral on your account. You can track this loan through the Student Invoice found at the **MyESF Portal**.

Payment options - in our office - cash, check, Visa, MasterCard or Discover. **We will not accept credit card payments over the phone.** There is a form on the bill if you wish to mail in the credit card payment.

Parents, with FERPA permission (see below), and students may make payment online. The **Monthly Payment Plan Application** - is available at <http://www.esf.edu/bursar/>

FERPA Permission- The student is required to fill out an electronic FERPA Waiver to authorize parents, guardians, spouse, etc, access to their billing statements. The bill will show only the students charges and financial aid. Any other information about the student- such as classes, grades, financial award letter, etc will not be accessible. If the student does not fill out this FERPA Waiver, no one, other than the student, will have access to any billing information.

Refunds

SUNY ESF is offering students and parents the opportunity to have their excess Financial Aid refund sent to their personal checking or savings account "E-Refunds". All efforts will be made to have the funds available 3 days prior to the first day of class, but this will be determined by the date we receive any Student Aid. Please look for the enrollment forms on the Bursar web page.

o Student Refunds, which are not processed through their personal checking or savings account, are not available until the **first day** of class or the date we process the funds if we

receive them after classes have started. If you owe SU for housing/meal plans you must take your refund check to SU to pay your outstanding bill.
o PLUS refunds, which are not processed through their personal checking or savings account, will be mailed to the parent who has taken the loan, after classes have started or once the funds have been received after the first day of classes. If you owe SU for housing/meal plans, you are responsible for making payment directly to SU with your refund proceeds.

Thank you,

Bursar's Office - SUNY ESF