

PAYING YOUR BILL

Cashier's Office (http://bursar.colostate.edu/Depts/Cash_Office.aspx)
Howes Street Business Center, First Floor
555 South Howes Street
(970) 491-2767
[busfin.colostate.edu/Depts/Cash_Office \(http://busfin.colostate.edu/Depts/Cash_Office.aspx\)](http://busfin.colostate.edu/Depts/Cash_Office.aspx)

A student may make a payment on their student account by using CSU's preferred online payment options. Online payments are the fastest, most secure way to make a payment.

Online payments may be accessed through RAMweb (<https://ramweb.colostate.edu/>) and/or FAMweb (<https://famweb-prod.is.colostate.edu/>). The routing number and bank account number (from the bottom of a personal check or a bank statement) are required when paying via electronic check.

For details on other payment options, please visit the Cashier's website (http://busfin.colostate.edu/Depts/Cash_Office.aspx).

Student Billing

The Hub for Student Services
Lory Student Center, Room 175
(970) 495-4482
[thehub.colostate.edu \(https://thehub.colostate.edu/billing/paying-your-bill/\)](https://thehub.colostate.edu/billing/paying-your-bill/)

In support of CSU's Green Initiatives, CSU implemented eBilling effective in Fall 2010. Billing notifications are emailed to the student's official CSU email address. Students can then log into RAMweb (<https://ramweb.colostate.edu/registrar/Public/Login.aspx>) to view their University Billing Statement(s). Additional eBilling notifications may be sent to alternate email addresses maintained by the student on RAMweb (<https://ramweb.colostate.edu/registrar/Public/Login.aspx>).

Due Dates:

Fall	September 10
Spring	February 10
Summer	June 10

University charges are due by the date specified on the bill. Due dates are the 10th of each month unless the 10th falls on a weekend or holiday, then the due date is the following business day. If you are in an active payment plan your due date will follow the payment plan dates and will be pulled automatically from the account specified. All payments should be in U.S. currency. Mailed payments must reach the University Cashier's Office, 6015 Campus Delivery, by 4:00 p.m. (MT) on the due date. Payments by check are processed when received – postmarks do not apply, and future dates are not honored. Online payments must be made by 4:00 p.m. (MT) on the due date for the payment to be considered timely. Penalties for late payment may include holds on University services and a monthly 1.5% payment deferral charge of the past due balance. Penalties are initiated for the purpose of encouraging prompt payment.

CSU offers a current term payment plan! Students and trusted individuals can elect to make monthly payments by signing up for a Nelnet payment plan. Payments can be made via credit card or withdrawals from a designated domestic checking or savings account

on a monthly basis. For more information, go to RAMweb (<https://ramweb.colostate.edu/registrar/Public/Login.aspx>) and from the main menu click on Billing and Tax Information and follow the payment plan links and instructions.

Student Account Notes

Students are responsible for all charges on their account and arrangement of payments due. Payments should only be made when a balance due exists on an account. In general, overpayments will not be applied to the student's account and will be returned if no additional charges are posted to the account.

Students who are sponsored by a third party may request direct billing to the sponsor for tuition, fees, and other related educational expenses. Detailed information on sponsor billing is available upon request from the Accounts Receivable/Sponsor Billing Office (http://www.bursar.colostate.edu/Depts/ALR_Sponsor_Billing.aspx). Arrangements for sponsor billing, and acceptance of the Sponsored Student Billing Agreement and FERPA, must be made prior to the student account due dates to prevent payment deferral charges from being assessed.

The "Billing and Tax Information" section in RAMweb (<https://ramweb.colostate.edu>) provides more information on billing statements, paying your bill, accepted payment methods, CSU Payment Plan, direct deposit refund sign up, Student Loan Interest Payment (Form 1098-E for the student loans held by CSU) and Tuition Statement tax information (Form 1098-T).

Once a student is no longer considered to be enrolled, billing will switch from eBilling to paper statements unless otherwise requested by the student with the Accounts Receivable Office (http://busfin.colostate.edu/Depts/ALR_Student_accts.aspx). While the past due account is still being held at the university, monthly billing statements regarding any past due balances owed to the university will be mailed to the primary mailing address on file for the student. It is always the student's responsibility to maintain correct addresses (mailing and email) with CSU (refer to Address Updates).

Unpaid past due balances may cause a hold on registration, transcripts, and diplomas. CSU may not register a student, release a diploma, or provide official transcripts or proof of degree conferral to any student or former student who has past due financial obligations to CSU, until the hold is removed. The release of the hold may be expedited by paying the past due balance in full.

Failure to pay amounts due may result in the referral of the outstanding balance to a third-party collection agency, at which time a collection fee will be assessed and due in full at the time of the referral. The collection fee will be calculated at the maximum amount permitted by applicable law, but not to exceed 40% of the amount outstanding. The student is responsible for all late payment charges, collection agency fees, and all costs and expenses including reasonable attorney fees that CSU incurs in its collection efforts. The account will also be reported to one or more of the national credit bureaus as well as the State of Colorado Department of Revenue for possible interception of state income tax refunds, lottery winnings and wage garnishment. Further, CSU reserves the right to impose a penalty fee and financial hold for all returned payments (refer to Returned Payments policy).

Returned Payments

As provided by state law, a penalty will be assessed to the account for each payment not accepted by the bank because of insufficient funds,

stopped payment, non-existent account, closed account, invalid account information or any other reason for which the person is responsible.

CSU will attempt to contact the originator of the payment by mail and/or by telephone or email. In the case of students, a notice will be mailed to the primary mailing address on file for the student. (All students are required to maintain a current address, telephone number and email address with CSU always.) These reparative payments are considered due in full immediately. The payment must be equal to the full amount of the original payment plus penalty and fee. Failure to follow through will result in further collection actions (as described above). If CSU receives a returned payment, all payments from that time forward may require guaranteed funds. Please note: If the presentation of the original payment permits a student to register for an academic term and if full payment of the returned payment plus penalty and fee is not made by the specified deadline, CSU reserves the right to cancel a student's class enrollment.

Address Updates

It is the student's responsibility to maintain correct addresses (mailing and email) with CSU. To create or update an existing address, go to RAMweb (<https://ramweb.colostate.edu/>) or **RAMrecords**. To communicate quickly and effectively with students, CSU requires that each enrolled student provide an email address. CSU has designated email as an official form of communication to students. Information about University email accounts can be found on the Information Technology (IT) website (<https://it.colostate.edu/>).

Being able to communicate electronically with the student population provides several benefits:

- It allows CSU to communicate promptly with students regarding their billing statements, financial aid and amounts due.
- Students can be quickly notified by professors and CSU offices of events that affect them personally or may be of interest to them generally (e.g., classroom changes, class meeting time changes, department activities, billing, etc.).
- It is faster and less costly than printing and mailing letters.
- It advances CSU's commitment to environmental consciousness by reducing paper use and eliminating physical refuse.

It is also essential that students maintain a current mailing address with CSU. If the student leaves the University for any reason and still has a balance due to the University, it is the student's responsibility to keep their mailing address up to date in order for CSU to reach the student regarding their balance. If CSU is unable to reach the student because contact information is not kept up-to-date, the account may be referred to a third-party collection agency for further collection action. Addresses can be updated in RAMweb (<https://ramweb.colostate.edu/>) or **RAMrecords**.

Deadlines for registration and payments of tuition, fees, and other charges must be met to allow registration to occur. Therefore, students must respond to correspondence from CSU in a timely manner.