

# **Business Services FAQ**

[wou.edu/business](http://wou.edu/business)

## **Payments**

### **Where do I send my 529 Check or Private Scholarships?**

Western Oregon University

**ATTN: Cashier Office**

345 Monmouth Ave N

Monmouth, OR 97361

**Note: 529 Checks and Private Scholarships can have a longer processing time due to being sent through the mail.**

## **Billing**

### **When are tuition and fees due?**

Bills are always due 30 days from the start of the term. You can find the calendar on our [Due Dates and Payment Information](#) page.

### **What if I don't receive a bill?**

You're still responsible for paying your bill even if you haven't received a paper statement or E-Bill. You have access to your billing statements on the Experience tab in your student portal, 24/7. Bills are only run once each month and your registration may have occurred after they were produced.

### **What are my options for making my payment?**

To pay online you will login into your student portal [wou.edu/portal](http://wou.edu/portal) then click on Experience, after that you will go to My Account and click on Transact. On Transact there will be two options to pay "New bank account" (0.50 fee) or "New credit or debit card" (2.89% fee). You can pay at the cashier's window with cash, check or credit card. You can also pay by mail. We do not accept payments over the phone.

### **Why is my financial aid not on my bill?**

Bills are mailed out before financial aid is applied to student accounts. The financial aid office will send you an email when your financial aid is applied to your account.

### **What are all the mandatory fees?**

Matriculation fee (first term), building fee, incidental fee, health service building fee, and rec center building fee.

## **Student Financial Agreement (OAR 580-040-0041)**

### **Do I need this form?**

Yes, all students are required by the University to have this contract on file with the Business Office. This document is a binding financial agreement between you and the University, confirming your responsibility for payment of all charges. The contract must be completed in full to be considered valid; no exceptions can be made.

Please click the link to log in to the Transact system, where the Financial Agreement will be available for your review.

## **Financial Aid**

### **When is financial aid applied?**

Financial aid can be applied no sooner than 10 days before the start of the term. When your financial aid is applied to your student account you will receive an email and then be able to view your financial aid on your portal. If your financial aid is not on your account, it has not been disbursed. If your financial aid is greater than your account charges, a refund will be issued to you. *Federal financial aid may not pay all charges on your account so check your Account balance.*

### **Can I pick up my financial aid refund check?**

You cannot pick up your financial aid refund check in person. Refund checks are mailed to your billing address unless you are signed up for direct deposit, then funds go directly to your bank account. No Exceptions.

### **When are refund checks mailed?**

Refund checks are mailed the Friday before school starts and each financial aid disbursement thereafter.

### **When can I sign up for direct deposit?**

You can sign up for Student Refund Direct Deposit as long as you are a registered student. Click on the link in your 'Business Services' channel on your main WOU portal page.

### **I received an email stating that my E-disbursement was initiated, why aren't the funds in my bank account?**

Your bank can hold your funds up to 48 hours after WOU initiates your refund