

Student Accounts Newsletter - September 09

This newsletter is a mass email, sent to ALL students regarding general student account information. Please check your account online at [SeaNet/E-bill](#) for your personal current account information.

Welcome to Student Accounts

Get off to a great start; be sure to visit [E-bill](#) and:

1. Set up Authorized Users – Allows parents to view charges and make payments.
2. Set up E-refund Profile – Set up checking or savings account for electronic refunds.
3. Visit the Student Accounts [web site](#) for Tuition and Fee amounts and [FAQ's](#).

Special Notices:

- Student Accounts is now located in the Warwick Center!
- The E-bill system will be down from 9/12/09 through 9/13/09 for scheduled maintenance. You will not be able to pay at this time.

Text Messaging now available!!

Student Accounts & Cashier Services is pleased to offer an additional notification method to inform you of important information regarding your student account. Students and Authorized Users may choose to receive a text message in addition to the e-mails sent to you regarding notification of a new E-bill statement or E-refund. You can elect this option by logging into SeaNet/E-bill and updating your personal profile with your mobile phone number and cell phone carrier. Once you're setup you'll receive a text message:

1. Each time an E-bill statement is available.
2. Each time a refund has been posted to your student account.

Charges are based on the text message plan with your mobile carrier.

Changes in surcharges for next academic year (Fall 2010)

Tuition surcharges are posted to student accounts if they exceed 140 hours to complete a Bachelors degree. The rate for the current academic year is 25%. An increase to 50% has been approved for the 2010/2011 academic year.

Please visit the [Registrar's website](#) for information on how the surcharge is calculated.

The General Assembly instituted a twenty-five percent (25%) tuition surcharge (Section 89 (b), Senate Bill 27, 1993 Session). This surcharge is effective fall semester 1994 and applies to all new undergraduates seeking a baccalaureate degree.

Tuition Surcharges will be billed on the September 18, 2009 billing statement issued through E-bill.

Billing Information

To view charges, make payment with a credit card or checking/savings account, and to setup your parents as an authorized user, login to E-bill at:

https://ebill.uncw.edu/C20231_tsa/web/login.jsp

Next E-bill date is September 18th and will be due October 23, 2009. Spring registration holds will be placed on accounts with balances after this date.

E-refunds – Common Issues

Most of UNCW's E-refunds were wired into checking or savings accounts without issue. However, a few students have encountered problems. Here are some of the common issues:

- If using a Credit Union account – do not enter savings account information. Use only a checking account and contact the credit union directly to obtain the correct ACH and account number.
- Do not enter the numbers from your debit card. This is not your account number.

Please visit our [FAQ's](#) page to find answers to the most common questions we receive regarding the E-refund process.

[Bill Payment and Refund FAQ's](#) (link)

Tuition Payment Plans

Please compare your student account charges with your budgeted contract amount to ensure that you have set up your Fall budget correctly. Budget shortfalls can be corrected by:

- 1) Adjusting your Sallie Mae contract amount by September 15, 2009.
- 2) Paying the university directly.

Perkins Loan Collections

Constance Evans 910-962-7419

Military Spouse Career Advancement Accounts - MYCAA

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