

**** Student Billing Information ****
Eastman School of Music Graduate Students

Payment Agreements

All students are **required** to submit a Payment Agreement prior to registration for classes. The payment agreement is submitted online: www.rochester.edu/adminfinance/bursar/. If you do not know your NetID, click on "What is NetID?/Help". On the next screen you will be prompted to set up your NetID.

When prompted, please indicate that you are a **matriculated** student. Please note that you must complete a payment agreement even if you are receiving a tuition benefit as a University employee. In the last field, "Electronic Signature", please type your full name.

The student may change their payment option or billing address at any time by submitting a new payment agreement online. These requests must come from the student. The student is responsible for notifying the Bursar's Office if their billing address changes at any time, and is responsible for all late payment fees resulting from delays in the delivery of the Statement.

Payment Options

The University offers **Graduate students** two options for payment of tuition and fees for each semester:

- 1. Single Payment Option:** Due dates are October 10 for the first fall semester of your enrollment, September 10 for subsequent fall semesters and January 10 for the spring semester.
- 2. Two Payment Option:** Due dates are October 10 and November 10 for the first fall semester of your enrollment, September 10 and October 10 for subsequent fall semesters and January 10 and February 10 for the spring semester.

Billing Statement

The student billing statement can be viewed online from your student portal: <http://my.rochester.edu>. Once you log in, click on **UR ePAY**, found under Quick Links on the left. Students receive an e-mail each month when the new billing statement is available. Students are encouraged to pay their bill online using UR ePAY. We accept electronic check payments or Mastercard, Discover and American Express. Please note that you will be charged a non-refundable 2.75% convenience fee for any credit card payment. There is no charge for electronic check payments.

Please note: payments made via an online bill payment service (other than UR ePAY) are converted to a paper check when submitted to the University. Please allow extra time for processing. All check payments must be in U.S. dollars and drawn on a U.S. bank.

Students are responsible for viewing their billing statement online each month and will not receive a statement in the mail.

Student Refunds

If you are expecting to receive a refund of the proceeds of your student loan(s), you will need to contact the Bursar's Office each term to request a refund check, once all financial aid has been credited to your student account. Please note that you will not be eligible to receive a refund until you have completed the promissory note(s), entrance counseling and have submitted all documents required by Financial Aid. Please be advised that refunds are not issued until the start of classes each term, and that the processing time for refund checks is 7-10 days. If the credit balance on a student account is the result, in part, of an overpayment by credit card, the Bursar's Office reserves the right to issue a refund check **or** credit the credit card account.

You may contact the Bursar's Office in one of the following ways:

- Stop by our Eastman office, Miller Center-1st Floor, between 9:00 a.m. and 4:00 p.m., Tuesdays and Thursdays
- Call our office: 275-3931
- E-mail our office: bursar@admin.rochester.edu

If you are contacting our office via e-mail, please provide a mailing address or let us know if you wish to pick up your refund check.