

Frequently Asked Questions Online Billing Version

General Items

Q: What is the most convenient way to view and pay my tuition bill?

A: Access billing information and make payments at [MyBU.bradley.edu](https://mybu.bradley.edu) for students or <https://sentry.bradley.edu> for third parties if permission has been set up by the student. Instructions are located at sfs.bradley.edu.

Q: If I want to mail a payment, where do I send it?

A: Bradley University, Controller's Office, Attn: Office of the Bursar, 1501 W. Bradley Ave., Peoria, IL 61625. Be sure to include the student's name and ID # on the payment.

Q: Who do I call when I have questions?

A: The Office of the Bursar can be reached at 309-677-3120. Financial Assistance can be reached at 309-677-3089.

Q: When is the Office of the Bursar open?

A: The Office of the Bursar is open Monday through Friday from 8:00 am to 5:00 pm.

Q: What important dates do I need to know?

A: There are a variety of dates that you need to know. For payments, in order to not have your classes dropped (i.e. reserve/claim classes), the first payment for each semester must be made ten days before the first day of classes. For example, the first day of classes for Fall 2021 is 8.25.2021 and the first payment is due before 11:59pm (CST) on 8.15.2021. For interim and summer classes, the payment must be made before 12:00 p.m. (noon - CST) on the first day of class.

Q: What happens if I drop one class?

A: For dropping individual classes, charges are set at the end of the 2nd full week of class during the fall and spring semesters. Each term, the specific date is listed at <http://www.bradley.edu/classes/>. The exception to this is if you are taking a class that is less than the full semester, known as a mini class or classes taken during interim and summer terms. For a mini class, interim class or summer class, the time frame for not being charged is very short. You must drop the class on or before the day the class starts for a full refund and within three days for a 50% refund.

Note also, these dates are different from academic dates for dropping individual classes.

Q: What happens if I drop all my classes?

A: For complete withdrawal, dropping all classes during the fall or spring semester, the percentage of charges is based on the number of weeks that you were enrolled. The chart can be found at <http://sfs.bradley.edu/geninfo/billing/>. Financial assistance will also be adjusted based on the withdrawal date.

Q: What happens if I do not pay my bill on time?

A: If it is the first payment of the term, your classes will be dropped for non-payment and a \$50 registration processing fee will be charged for re-registering. It is the student's responsibility to re-register if his/her classes are dropped for non-payment. If it is a subsequent payment, you will be charged a \$50 late fee if the payment is late by 3 or more days.

Q: When will I receive an itemized bill?

A: The initial fall semester Deferred Payment Plan bills will be made available online over the summer and the initial spring semester Deferred Payment Plan bills will be available online in December. The bills for the remaining payments of the deferred plan will be made available online the middle of each month. Students will be notified through their Bradley e-mail address when bills are posted online. Parents will be notified if an e-mail address is listed in Webster. Bills can be viewed online at MyBU.bradley.edu for students or <https://sentry.bradley.edu> for parents if permission has been set up by the student. Bills are not mailed.

Online Processes

Q: Will there be changes to my online information? Can my payments increase or decrease?

A: Yes, a change may occur to your balance due and the information online either by changes made in your schedule, changes made to your financial aid and/or review of your billing information by the Office of the Bursar.

Q: Why do I need to give permissions for my parent or another party to view or pay a bill online?

A: Under the Family Educational Rights and Privacy Act (FERPA), a student must give permission for anyone to see their college records. For more information about FERPA, go to <http://www.bradley.edu/registrar/ferpa/>.

Q: If I want to change who has permission to my records, can that be done?

A: Yes, you may make changes at any time to permissions. This can be done through Webster and clicking on "other" and then "control third party access".

Q: How do I verify my payment was processed online?

A: If you provide an e-mail address, you will receive an immediate confirmation with an authorization code. **Please allow a minimum of two business days for your payment to be deducted from your bank account.**

Q: Can I make an online payment with a checking or savings account?

A: Yes, you may make payment with either a checking or savings account. After logging in to the billing information, click on “Pay Minimum by Bank Account”, “Pay Balance by Bank Account” or fill in the blank for “Enter Other Amount” and click on “Enter Amount”. Complete all the banking information that appears on the next screen. If you provide an e-mail address, you will receive a confirmation. **Please allow a minimum of two business days for your payment to be deducted from your bank account.**

Q: Will I see my payment information in the online billing?

A: Yes, but it will not show until the payment is processed. Payments received in the mail are generally processed the same day they are received. Online payments will be processed 2 business days after payment is made online.

Q: My bill shows a credit balance, does that mean I will get money back?

A: A credit balance indicates that financial assistance and payments exceed charges for that term. Refunds are processed on a weekly basis after the beginning of the term. You will receive a refund in the form of a check that will be mailed to you or deposited into your bank account. Follow the instructions on the “current balances” section to indicate your refund preference. Refunds are subject to verification and completion of federal loan paperwork and receipt of all scholarship, grant and loan proceeds.

Q: If I make changes to my schedule or changes are made to financial aid, will I see these changes on my online bill?

A: Yes, the current balances section of the online bill show changes that have been made since the last statement was prepared.

Q: How do I get a copy of my bill?

A: You may access a bill and print it from the online billing on MyBU.

Q: I have not used the online payment process, how does it work?

A: Step by step instructions are provided at <http://sfs.bradley.edu/payment/online/>.

Q: Who do I contact if I'm having problems with getting my online payment to go through?

A: If you are having problems logging in to MyBU or the student forgets his/her BUNetID password, contact the IT Helpdesk at 309-677-2964. Additional IT Helpdesk information is located at <http://helpdesk.bradley.edu/accounts/>. For third parties, who forget a password, your student must reset it through Webster. Other payment process questions can be directed to the Office of the Bursar at 309-677-3120.

Q: What are some of the common issues when making online payments?

A: When making an online payment, be sure that the name and address that you list matches exactly to your credit card. Another common issue is when using a debit card, many have a daily limit set by the financial institution and if your payment is more than the daily limit, the payment won't be processed.

Payment Plan/Process Questions

Q: What types of payment plans are available?

A: You can make a payment in full for the balance of the term. For the fall and spring term, you can also participate in the Deferred Payment Plan. More information about these plans can be found at <http://sfs.bradley.edu/>.

Q: Can I change payment plans?

A: Yes, you can use a different payment plan for each semester to best suit your needs.

Q: What do I need to do if I am receiving funds from College Illinois, or from an outside party including vocational rehab, the armed forces or workforce agencies (DRS/ORS)?

A: You need to notify us each term that you are receiving funds from an outside party. This can be done by sending an email to stufees@fsmail.bradley.edu. We will know to bill the outside party and we will claim the classes for the student. If you are on the Deferred Payment Plan, you can pay an estimate of the balance (after the payment will be received) at the beginning of the semester or you can wait until the funds are received and we will send out a billing statement for the balance that is due.

Q: What do I need to do if I am receiving funds from all other 529 plans?

A: If you are on the Deferred Payment Plan, you need to contact your financial adviser to initiate the payment to Bradley University. Please ask them to include the student's name and student ID on the check to ensure that it is applied to the proper

account. You should allow 7-10 **business days** for the check to arrive, so we recommend that you start the process as early as possible to ensure the payment arrives by the payment deadline. Also, we suggest that you have the check sent directly to Bradley to minimize any delay in processing the payment. Please note that Bradley does not accept wire transfers.

Q: I sent a scholarship check payable to Bradley University for the current payment due, but the payment is not showing as being made.

A: Scholarship checks are listed as part of the financial assistance. While the scholarship may decrease future payments, it can not be used in place of a payment.

Financial Assistance Questions

Q: How do I apply for a PLUS or a private student loan?

A: You can access the online process through Bradley's web site at sfs.bradley.edu, click on educational borrowing and scroll down to PLUS program and private student loans.

Q: How and when do I apply for financial aid?

A: The FAFSA needs to be completed each year after October 1st but before March 1st. You can access the FAFSA at www.fafsa.ed.gov.

Q: If I apply for a PLUS or a private student loan, should I contact the Office of the Bursar?

A: No - Please be aware that it can take 2-3 business days for the Financial Assistance Office to receive notification of your loan application, and they will need time to process it before it will appear on your billing statement. Therefore, we recommend that you start with the Financial Assistance Office at bufinaid@bradley.edu or 309.677.3089 before contacting the Bursar's Office regarding the change to your billing statement.

For additional information, go to <http://sfs.bradley.edu/>