Frequently Asked Billing Questions for ACE Students

A. Payment Options

1. Do you have any payment plan options?
   Yes. Bloomsburg University offers the option to make tuition payments on a monthly basis through your MyHusky account. For additional information, please visit http://intranet.bloomu.edu/finance_busoffice/paymentplan.

2. How can I pay the balance on my account?
   Payments can be made online by logging into MyHusky (http://bloomu.edu/myhusky/student) using your Husky ID and Husky ID password. Bloomsburg University accepts MasterCard, VISA, Discover, American Express, Diners Club, JCB Card, China Union Pay Card, BC Card, and Dina Card. This service is offered through a third party vendor, TouchNet, who charges a 2.85% convenience fee for each payment made by credit/debit card. Payment can also be made online by electronic check (eCheck). The eCheck option is a fast and secure method to pay your account from any checking account. There is no fee to pay by eCheck. As always, payments of cash, checks, and money orders will still be accepted in the Bursar Office. In an effort to make the payment process more convenient and to streamline business processes, credit/debit card payments will be accepted online only. For those who do not have computer access, computers are located in Bursar Office in the Arts & Administration Building and office staff is available if assistance is necessary.

3. Why is Bloomsburg University offering the online payment option?
   As a state institution, we strive to offer the best services at the lowest possible cost. As the cost of accepting credit cards continues to rise, we have contracted with a third-party vendor to offer convenient, online payment options. Online credit card payments for tuition/fees and admission deposits are charged a fee by our third-party credit card processor. Please note: payment by eCheck is also available online with no associated fee.

4. What are the benefits of online payments?
   • Secure and confidential method of making payments
   • Two options for online payment: electronic checks (eChecks) and credit/debit card payments
   • Money-saving process – bill payers no longer need to write checks or pay for stamps to send a payment in the mail

5. Is electronic payment available 24 hours a day?
   Yes. Electronic payment options (eCheck and credit/debit cards) are available seven days a week 24-hours-a-day.

6. What credit cards do you accept?
   MasterCard, VISA, Discover, American Express, Diners Club, JCB Card, China Union Pay Card, BC Card, and Dina Card.

7. What charges can be paid for online?
   Bloomsburg University has 2 payment types:
   • Tuition, Fees, Housing, Meals and Flex
   • Admission Deposits
8. Why does Bloomsburg University accept credit/debit cards for student account payments only over the Internet?

Unfortunately, the Bursar Office cannot accept credit cards over the counter, over the phone, or by mail. Student account payments utilizing a credit card can only be made online at http://bloomu.edu/myhusky/student. This payment method is intended to be a convenience for Bloomsburg University students and their families.

9. Can I wire money to Bloomsburg University to pay my student account?

Yes. Western Union was chosen by Bloomsburg University to give you a simple, reliable way to pay. If you are an international student, this allows you to pay in your home currency, either online or by bank transfer, with competitive exchange rates and takes the stress and uncertainty out of paying for your tuition. Log into MyHusky and select “Make a Payment” and then the foreign currency option. Please advise that Bloomsburg University does not accept overpayments on student accounts. Please transfer only the amount due on your student account to avoid payment delays.

10. I overpaid the balance on my account, how do I get a refund?

All excess payments will be processed as refunds through Direct Deposit. To sign up for direct deposit, you will need to sign into your MyHusky account. If you do not sign up for direct deposit, refund checks will be mailed to your home address. You will no longer be able to pick up your check in the Bursar Office.

11. What is FERPA?

The Family Education Rights and Privacy Act (FERPA) is a Federal law that protects the privacy of student education records, both financial and academic. For the student’s protection, FERPA limits release of student record information without the student’s explicit written consent; however, it also gives the student’s parent(s)/guardian(s) the right to review those records if the parent(s)/guardian(s) claim the student as a dependent on their Federal Income Tax Return. Students must log into their MyHusky account to complete.

B. Residence Life (Meal Plan)

1. How do I add, change or cancel my meal plan?

If your billing statement does not indicate the correct meal plan you may add, change or delete a meal plan in MyHousing up until the end of the first week of the semester. To add or increase a weekly meal plan after the first week of a semester, use the on-line meal plan form found at http://reslife.bloomu.edu/mealplans.php.

Contract changes may not be made by writing them on the tuition bill. Current meal plans may not be lowered or deleted after the first week of the semester.

2. How do I add Flex Dollars to my account?

Flex may be added to your account by purchasing flex points through MyHousing found at http://reslife.bloomu.edu/mealplans.php. Flex added will take several hours to activate, so please plan accordingly. Students without meal plans setting up flex only plans for the first time must start with a minimum of $100.00. Once you have a flex plan, the minimum amount of flex points that can be added is $25. Additions of flex to the student account must be paid for within 10 days to avoid a hold being placed on the student account.

Payments can be made online by logging into MyHusky (http://bloomu.edu/myhusky/student) using your Husky ID and Husky ID password.
Bloomsburg University accepts MasterCard, Discover, American Express, Diners Club, JCB Card, China Union Pay Card, BC Card, and Dina Card. This service is offered through a third party vendor, TouchNet, who charges a 2.85% convenience fee for each payment made by credit/debit card. Payment can also be made online by electronic check (eCheck). The eCheck option is a fast and secure method to pay your account from any checking account. There is no fee to pay by eCheck. As always, payments of cash, checks, and money orders will still be accepted in the Bursar Office. In an effort to make the payment process more convenient and to streamline business processes, credit/debit card payments will be accepted online only. For those who do not have computer access, computers are located in Bursar Office in the Arts & Administration Building and Bursar Office staff is available if assistance is necessary.

4. What happens to unused Flex Dollars on my account?
Flex dollars are non-refundable except when a student withdraws from the university during the semester. A $10 administrative fee will be charged to students withdrawing from Bloomsburg University and/or the flex program. Flex dollars will carry over from the Fall to the Spring semester, but any remaining balance is forfeited at the end of the academic year.

C. Miscellaneous Information

1. I need a copy of my class schedule.
Class schedules can be found on the Student Center on MyHusky.

2. I've been charged Non-PA tuition, but I think I qualify as a Pennsylvania resident. What should I do?
Students who would like to apply for Pennsylvania residency status for tuition purposes should contact Lori Olshefski in the Finance and Business Services Department at (570) 389-4648 or lolshefski@bloomu.edu or go to http://www.bloomu.edu/finance_busoffice/residency for additional information.

3. What are the extra fees on my bill?
More information about the fees on your bill can be found on our website at: http://www.bloomu.edu/fees/about.

4. How do I grant access to my student account to a parent/supporter?
Students would log into their MyHusky account from a desktop computer or the mobile app. Student would then grant specific access to parent/supporter. The system will send an email to the student and an email to the person(s) that they are allowing access. The email will detail what type of access the user has been granted.

The person(s) that have been granted access will also receive a User ID and Password that can be used to access the student account. The password can be changed the first time the guest user logs into the system. If the guest user has lost the password, **ONLY** the student can reset. The student goes into the mobile app and resend email.

5. How do I obtain a parking decal/register my vehicle?
Student can obtain a parking decal by visiting https://intranet.bloomu.edu/parking/registration and selecting The Permit Store. Parking decal cost and shipping are paid for at the time of purchase. A decal must be purchased each semester. Failure to purchase a decal may result in parking fines.