



Student Account Payment Guide

TABLE OF CONTENTS

OVERVIEW	2
GENERAL INFORMATION	2
Billing Statements	2
Cashier's Office	2
Accepted Payment Methods	2
Accounts Receivable Operations (ARO)	3
Student Financial Services (SFS)	3
Foreign Checks	3
Returned Checks	3
Overpayments	3
STUDENT PAYMENT DETAILS	4
Electronic Check	4
Credit Card	4
International Funds	5
Bank Wire	5
Cash	5
Check/Money Order/Cashier's Check	5
Mailed-In Check	6
Pin Based Debit Card	6
After Hours Drop Boxes	6
DEFINITIONS	6
REFERENCES AND WEBSITES	8
ATTACHMENTS	8
Attachment #1	8
Attachment #2	9

OVERVIEW

This guide outlines the procedures followed by Business and Financial Services and gives general information regarding billing, payment options, and processing incoming payments to the University, specifically for student accounts.

The University must abide by the Family Education Rights and Privacy Act (FERPA) when communicating information about a student account. Please see the Registrars website for more information about FERPA - <http://registrar.colostate.edu/student-resources/ferpa-student-privacy/>.

GENERAL INFORMATION

Billing Statements

Colorado State University (CSU) utilizes an online billing and payment system. Undergraduate students will receive an email notification at their rams.colostate.edu email address and graduate students will receive an email at their designated email address to view their statements online in RAMweb. Students can grant access to parents or other trusted individuals to view their student statement online by logging into RAMweb, and selecting **Manage Access to My Records (FAMweb)**. The trusted user will then receive an email from vpsa_famweb@colostate.edu with login details and a verification code. Those individuals will also receive an email notification when a new bill becomes available.

Cashier's Office

Banking Services, which includes the Cashier's Office, is responsible for depositing University money into approved University bank accounts. The Cashier's Office is located at 555 S. Howes Street, Fort Collins CO 80523 in the Howes Street Business Center and is open on the following days and times during the Fall and Spring Semesters:

Monday:	7:45am-4:45pm
Tuesday:	7:45am-4:45pm
Wednesday:	7:45am-4:45pm
Thursday:	8:30am-4:00pm
Friday:	7:45am-4:45pm

The Cashier's Office is open during the Summer Semester during the following days and times:

Monday:	7:30am-4:30pm
Tuesday:	7:30am-4:30pm
Wednesday:	7:30am-4:30pm
Thursday:	8:30am-4:00pm
Friday:	7:30am-4:30pm

The Cashier's Office can be contacted by phone: (970) 491-2767, fax: (970) 491-2452, or mail:

Colorado State University
Cashier's Office
6015 Campus Delivery
Fort Collins, CO 80523-6015

Accepted Payment Methods

Electronic payments are preferred and they include:

- Electronic check (ACH) from a checking or savings account can be done on RAMweb or FAMweb – CSU does not charge any fees associated with electronic check payments.
- Credit Card – this payment method is processed by Colorado.gov and the Colorado.gov price includes a fee of 2.25% + \$.75 per transaction.
- Wire transfer – CSU does not charge any fees associated with incoming wires, however intermediary or initiating bank may charge a wire fee.

- International payment – this payment method is processed by Western Union and if an international bank is used to pay with US dollars you may be charged a \$10 fee, however payments made in other currencies are not assessed a fee.
- On Campus – in person payments accepted at the Cashier's Office include:
 - Cash
 - Paper check
 - Money order/Cashier's Check
 - PIN-based debit card

See Student Payment Details section starting on page 3 for specific details about each payment method.

Accounts Receivable Operations (ARO)

ARO is responsible for compiling the billing statement and applying payment deferral charges, if applicable. Payments must reach the Cashier's Office by 4:00pm on the due date (postmarks do not apply). Any student who completes registration agrees to pay CSU according to the payment terms documented in the General Catalog under the Financial Services for Students section and the Paying Your Bill subsection. If additional time is needed to pay, a payment deferral charge of 1.5% will be added monthly until the balance is paid in full. Balances must be paid before registering for future terms or receiving an official transcript after graduation.

Student Financial Services (SFS)

SFS is responsible for providing customer service related to a student's University bill as well as processing Financial Aid. For any questions related to a University student account, financial aid, or financial holds, contact SFS in person at Centennial Hall, by phone: (970) 491-6321, fax: (970) 491-5010, or mail:

Colorado State University
Student Financial Services
1065 Campus Delivery
Fort Collins, CO 80523-1065

Foreign Checks

Checks in a foreign currency or drawn on an international bank need to be converted into US dollars prior to being processed by the Cashier's Office. A Cashier will send the foreign check to the bank for collection. Once the bank confirms the US dollar conversion, the Cashier's Office will post the US dollar conversion to the student account within 1 business day.

Returned Checks

A \$17.00 penalty will be assessed to an account for each check (paper or electronic) not accepted by the bank because of insufficient funds, stopped payment, non-existent account, or any other reason for which the person is responsible. Returned checks will cause a hold on registration, transcripts, and diplomas and may result in disenrollment and/or additional collection actions if not paid by the stated due date. All returned checks, plus penalty, must be paid in guaranteed funds at the Cashier's Office. All future payments to an account that has incurred previous returned check charges, will require guaranteed fund payments only.

Overpayments

In general, CSU does not process overpayments resulting in a refund. This does not include refunds due to the disbursement of Financial Aid. There are student payment situations which require a case-by-case analysis in order to process or not process an incoming payment, for example, incoming payments from a 529 Plan or overpayments resulting in a refund if applied to a University student account. If a payment is received and there is a zero balance on the account the Cashier's Office will review the account to see what payments have already posted. If the account has a zero balance due to financial aid posting, the payment will be processed. If the account has a zero balance for any other reason, a Cashier will notate on the account that a payment has been received, but the payment will not be posted to the account. The

Cashier's Office will review the University student account for up to two weeks to see if any charges are posted to the account and if no charges are posted the payment will be returned. Do not make a payment that is more than is owed in order to receive a refund. Please contact Banking Services for specific questions.

STUDENT PAYMENT DETAILS

When using the Pay My Bill link on RAMweb/FAMweb students and other trusted individuals have the following options to choose from in order to make a payment to the University:

Electronic Check

The routing and account number of your checking or savings account is required for this payment method. Only checks from regular checking/savings accounts at US domestic banks (including most credit unions) may be used for electronic check payments. If you are unsure of whether or not your check can be used or what routing and account numbers to enter, call your bank and ask if your account can be used for electronic funds transfer, and verify the correct numbers to use. This payment method will automatically reduce the amount due to the University at the time the payment is made and a confirmation/receipt of the payment will be shown. If a confirmation is not generated after completing the payment process, then the payment did not go through. Depending on the time of the day the payment is made is dependent on the date the payment would be drawn out of the checking/savings account that was used to make the payment. Please see Attachment #1 for approximate timeframe when funds would be withdrawn from your bank account for an electronic check payment. Around 5:15pm each business day, a scheduled job runs to collect and create a bank file for all electronic check payments submitted since 5:15pm the prior day. Banking Services sends the bank a file the following afternoon with a one-day effective date, meaning bank accounts will be debited the day after CSU sends the file. Banking Services cannot modify a bank file; therefore, if an inaccurate payment was made, for example, a payment was made from a checking account and it should have been from a savings account, please place a stop payment through the financial institution/bank where the account is held. Banking information can be saved in RAMweb/FAMweb for future payments. CSU employees do not have access to change the stored banking information in RAMweb/FAMweb.

Credit Card

This payment method will automatically reduce the amount due to the University at the time the payment is made and a confirmation/receipt of the payment will be shown on the Colorado.gov website. If a confirmation is not generated either through a confirmation response on the payment site or an email confirmation/receipt after completing the payment process, then the payment did not go through. If you receive an error stating 'Do Not Honor', this is a declined transaction from the card issuer. Call the card-issuing bank to inquire about why the transaction has been declined. There are times when a credit card payment is made, but it creates an open order which must be confirmed by a member of Banking Services before Colorado.gov will capture the payment. You would receive confirmation when payment is made, but your University student account balance may not be reduced at the time of submission. Colorado.gov sends Banking Services an email every day when there are open orders and Banking Services will reply within the same day if an open order should be captured or not. Banking Services will check the University student account to see if there is an outstanding balance and if another payment attempt was made for the same dollar amount before determining if the open order needs to be captured. In the case where an open order needs to be manually captured, the Cashier's Office will post the credit card payment to the University student account. A Cashier will post the payment to the account within 1 business day of the payment being captured by Colorado.gov. Since CSU uses a third party to process credit card payments, credit card payments cannot be reversed if an inaccurate payment is made, for example, the wrong credit card is used. Please contact the card issuer to inquire about stopping/reversing a credit card payment. Colorado.gov does charge a fee for processing credit card payments. See Accepted Payment Method section on page 2 for fee structure.

International Funds

CSU has an agreement with Western Union to provide international payers the option of paying in their local currency and having it converted to US dollars for payment on their University student account. After selecting the International Funds payment option from the **Pay My Bill** link on RAMweb/FAMweb, the Western Union site will open in another webpage where a quote will be generated. That quote needs to be taken to a financial institution within 72 hours otherwise the guaranteed rate on the quote will expire and a new quote will need to be generated. An email is generated to Banking Services once the Western Union payment has settled and within 1 business day of the email receipt, the Cashier's Office will post the payment to the University student account. Western Union may charge a fee if an international bank is used to pay with US dollars. See Accepted Payment Method section on page 2 for possible fee amount.

Bank Wire

Using the wire instructions found on the Cashier's Office website, a bank wire can be made from an International or Domestic bank account directly into the CSU bank account. Please note you must reference the student ID number in order for correct and timely placement of the wire payment. An email is generated to the Banking Services Office every time an incoming wire is received and within 1 business day of the email receipt, the Cashier's Office will post the payment to the University student account.

When making a payment in person at the Cashier's Office, the payment will be verified and a receipt will be generated in the University cashiering system. The cashiering system automatically feeds into Banner approximately every 30 minutes and at that point the payment will be applied to the University student account. The Cashier's Office does not accept payments over the phone. Note that if there is a financial hold on the account and a payment is made at the Cashier's Office in the required amount to remove the hold; the hold will automatically release within approximately 30 minutes. Students can access their hold information on RAMweb or contact SFS to inquire about financial holds being released. The following payment types are processed by the Cashier's Office:

Cash

All cash transactions will be verified by a Cashier. For large cash transactions the Cashier may choose to use the automatic bill counter to count the cash which is located in the Cashier's Office. Any suspected theft or counterfeit bills will be reported to the CSU Police Department and counterfeit bills will be confiscated. For cash payments in the amount of \$10,000 or more, IRS Form 8300 will need to be completed at the time the cash is given to a Cashier. These forms are located in the Cashier's Office. Please see Attachment #2 for a sample of the IRS form.

Check/Money Order/Cashier's Check

The following steps minimize the risk of a check being rejected by the bank:

1. The Cashier will ensure checks are properly completed by reviewing checks for the following:
 - Payee is Colorado State University or CSU
 - Date is current
 - Numeric amount and written amount in words on the check match (the amount written in words is the legal tender amount on a check)
 - Amount of check does not exceed amount of payment (no cash-back transactions or overpayments)
 - Check is drawn on a US financial institution, and the check is signed
2. The Cashier will ask individuals presenting personal checks to provide proof of identification. A student I.D. card together with a driver's license or other identification with a picture is generally acceptable.
3. The Cashier will endorse all checks immediately as follows:

For Deposit Only at
FIRST NATIONAL BANK OF OMAHA

To the Credit of
COLORADO STATE UNIVERSITY

Mailed-In Check

Please see Check/Money Order/Cashier's Check section above for the information that is reviewed by the Cashier's Office. Mail is delivered to the Cashier's Office twice per day. Mailed-in payments will be applied to the University student account within 1 business day of receiving the payment. If a check needs to be returned based on a zero account balance it will be returned to the address it was sent from. Do not mail in a payment that is more than is owed in order to receive a refund. When mailing payment to the Cashier's Office use the following address:

Colorado State University
Cashier's Office
6015 Campus Delivery
Fort Collins, CO 80523-6015

PIN-Based Debit Card

Each Cashier has a debit card terminal where they can accept PIN-based debit card transactions. The Cashier's Office does not accept payments over the phone or credit cards.

After Hours Drop Boxes

Outside of the RAMCard/First National Bank suite in the Lory Student Center there is an after hour's drop box where University student account payments can be dropped off. Envelopes are provided and can be found by lifting the silver handle. Inside the lobby area of the Howes Street Business Center there is an additional drop box where payments can be dropped off during non-business hours. Envelopes are provided on the door of the drop box. For use at either drop box, please be sure to include the student ID number so that the payment can be correctly identified and processed. The drop boxes are checked daily and payments will be processed within 1 business day.

DEFINITIONS

- A. **529 Plan:** A tax-advantaged investment vehicle designed to encourage saving for the future higher education expenses of a designed beneficiary.
- B. **ACH:** Automated Clearing House network. ACH is an electronic network for financial transactions in the United States. ACH processes large volumes of credit and debit transactions in batches. Rules and regulations that govern the ACH network are established by NACHA and the Federal Reserve.
- C. **Banner (ARIES):** The Colorado State University Accounts Receivable sub-ledger system of record for student and commercial accounts.
- D. **Benefactor:** A person who gives some form of help to benefit another person (the beneficiary).
- E. **Beneficiary:** A person or other legal entity who receives money or other benefits from a benefactor.
- F. **Colorado.gov:** Provides internet-based, electronic government services to state and local Colorado governments. This is CSUs 3rd party processor for credit card payments.
- G. **Credit Card:** A payment card issued to users as a system of payment which allows the cardholder to pay for goods and services based on the holder's promise to pay for them.

- H. **Electronic check:** A form of electronic payment that is made directly to a payee based on an arrangement made between a financial institution and the payer to have funds withdrawn from a bank account using security features over the internet to process the transaction.
- I. **Electronic Funds Transfer (EFT):** An electronic exchange of money from one account to another without the use of a check or draft, either within a single financial institution or across multiple institutions, through a computer-based system.
- J. **Electronic payment:** A means of making a payment over an electronic network such as the internet.
- K. **FAMweb:** The official website for parents and other trusted individuals of CSU students.
- L. **Guaranteed payment:** When the University has received two or more returned checks from a payee and/or there is a \$17 returned check fee, that payee is only allowed to pay with guaranteed funds from that point forward which includes: cash, pin based debit card, cashier's check, or money order.
- M. **IRS:** Internal Revenue Service is the US government agency responsible for tax collection and tax law enforcement.
- N. **International payment:** CSU has an agreement with Western Union to provide international payers the option of paying in their local currency and having it converted to US dollars for payment on their student account.
- O. **Money order:** A payment order for a pre-specified amount of money. As it is required that the funds be prepaid for the amount shown on it, it is a more trusted method of payment than a check. Money orders are considered guaranteed funds.
- P. **NACHA:** Acronym for the National Automated Clearing House Association. This is the association that develops and maintains the operating rules and regulations, and oversees the ACH network.
- Q. **Open order:** A credit card payment that has been authorized by the credit card company which ties up the card holder's available line of credit but the transaction has not been captured.
- R. **PIN-based debit card:** A plastic payment card that provides the cardholder electronic access to his or her bank account(s) at a financial institution. The PIN number must be entered when using this payment method at the Cashier's Office.
- S. **RAMweb:** Website for student resources such as access to application status, registration, financial information including financial aid and billing information, personal records, jobs, etc.
- T. **Tax-Advantaged:** Refers to the economic bonus which applies to certain accounts or investments that are tax-reduced, tax-deferred, or tax-free.
- U. **Western Union:** A financial services and communications company based in the US which allows for the sending and receiving of funds.

V. **Wire transfer:** A method of electronic funds transfer from one person or institution to another, made from one bank account to another, or through a transfer of cash at a cash office.

REFERENCES AND WEBSITES

- Accounts Receivable Operations website: <http://www.aroweb.colostate.edu/aroweb/home.aspx>
- Banking Services website: <http://busfin.colostate.edu/treasury.aspx>
- Cashier’s Office website: <http://busfin.colostate.edu/cash.aspx>
- Colorado.gov website (when making payment, start at the RAMweb/FAMweb sites): <http://www.colorado.gov/>
- FAMweb: <http://famweb.colostate.edu/famweb>
- Form 8300 information: <http://www.irs.gov/Businesses/Small-Businesses-&Self-Employed/Form-8300-and-Reporting-Cash-Payments-of-Over-10000>
- General Catalog: <http://www.catalog.colostate.edu/>
- IRS website: www.irs.gov/
- RAMweb: <https://ramweb.colostate.edu>
- Section 529 of the Internal Revenue Code: <http://www.irs.gov/publications/p970/ch08.html>
- Student Financial Services website: <http://sfs.colostate.edu/>
- Western Union info when making payment, start at the RAMweb/FAMweb sites): http://busfin.colostate.edu/bur/intl_info.pdf#zoom=100

ATTACHMENTS

Attachment #1

Timing of Electronic Check Payment to Disburse from Personal Bank Account				
Example 1:				
Business Day	Time of Payment	Bank File Create Date	Bank File Send Date	Payment Pulled from Personal Bank Account
1	12:00am - 5:14pm	x		
2			x	
3				x*
Example 2:				

Business Day	Time of Payment	Bank File Create Date	Bank File Send Date	Payment Pulled from Personal Bank Account
1	5:15pm - 11:59pm			
2		X		
3			X	
4				X*

*please note that if there is a banking holiday payments will be delayed another day

Attachment #2

IRS Form **8300**
 (Rev. July 2012)
 OMB No. 1545-0892
 Department of the Treasury
 Internal Revenue Service

**Report of Cash Payments Over \$10,000
 Received in a Trade or Business**

► See instructions for definition of cash.
 ► Use this form for transactions occurring after July 8, 2012. Do not use prior versions after this date.
 For Privacy Act and Paperwork Reduction Act Notice, see the last page.

FinCEN Form **8300**
 (Rev. July 2012)
 OMB No. 1506-0018
 Department of the Treasury
 Financial Crimes
 Enforcement Network

1 Check appropriate box(es) if: a Amends prior report; b Suspicious transaction.

Part I Identity of Individual From Whom the Cash Was Received

2 If more than one individual is involved, check here and see instructions

3 Last name 4 First name 5 M.I. 6 Taxpayer identification number

7 Address (number, street, and apt. or suite no.) 8 Date of birth (see instructions) M M D D Y Y Y Y

9 City 10 State 11 ZIP code 12 Country (if not U.S.) 13 Occupation, profession, or business

14 Identifying document (ID) a Describe ID ► b Issued by ► c Number ►

Part II Person on Whose Behalf This Transaction Was Conducted

15 If this transaction was conducted on behalf of more than one person, check here and see instructions

16 Individual's last name or organization's name 17 First name 18 M.I. 19 Taxpayer identification number

20 Doing business as (DBA) name (see instructions) Employer identification number

21 Address (number, street, and apt. or suite no.) 22 Occupation, profession, or business

23 City 24 State 25 ZIP code 26 Country (if not U.S.)

27 Alien identification (ID) a Describe ID ► b Issued by ► c Number ►

Part III Description of Transaction and Method of Payment

28 Date cash received M M D D Y Y Y Y 29 Total cash received \$.00 30 If cash was received in more than one payment, check here 31 Total price if different from item 29 \$.00

32 Amount of cash received (in U.S. dollar equivalent) (must equal item 29) (see instructions):

a U.S. currency	\$.00	(Amount in \$100 bills or higher \$.00)
b Foreign currency	\$.00	(Country ►)
c Cashier's check(s)	\$.00	} Issuer's name(s) and serial number(s) of the monetary instrument(s) ►
d Money order(s)	\$.00	
e Bank draft(s)	\$.00	
f Traveler's check(s)	\$.00	

33 Type of transaction

a <input type="checkbox"/> Personal property purchased	f <input type="checkbox"/> Debt obligations paid
b <input type="checkbox"/> Real property purchased	g <input type="checkbox"/> Exchange of cash
c <input type="checkbox"/> Personal services provided	h <input type="checkbox"/> Escrow or trust funds
d <input type="checkbox"/> Business services provided	i <input type="checkbox"/> Bail received by court clerks
e <input type="checkbox"/> Intangible property purchased	j <input type="checkbox"/> Other (specify in item 34) ►

34 Specific description of property or service shown in 33. Give serial or registration number, address, docket number, etc. ►

Part IV Business That Received Cash

35 Name of business that received cash 36 Employer identification number

37 Address (number, street, and apt. or suite no.) Social security number

38 City 39 State 40 ZIP code 41 Nature of your business

42 Under penalties of perjury, I declare that to the best of my knowledge the information I have furnished above is true, correct, and complete.

Signature  _____ Authorized official Title  _____

43 Date of signature	M	M	D	D	Y	Y	Y	Y	44 Type or print name of contact person	45 Contact telephone number
	:	:	:	:	:	:	:	:		