

## YOUR GUIDE TO STUDENT BILLING, INCLUDING:

- Charges
- Electronic billing statements
- Parents, guardians, and third parties
- Payments
- Financial aid and scholarships
- Credit balances and refunds

## THE STUDENT BILLING ACCOUNT

The student billing account is established in the student's name and is used for most charges incurred at the university.

### BILLING ACCOUNT TERMS AND CONDITIONS

The university's Billing Account Terms and Conditions (Revolving Charge Agreement) must be read and accepted by all students. Students must agree to the Terms and Conditions in order to maintain enrollment.

To accept the Terms and Conditions, log in to DuckWeb and:

1. Select "Student Menu"
2. Select "Billing Account Terms and Conditions"
3. Read Agreement
4. Check the box to agree
5. Select "Save"

### CHARGES

Most charges that a student incurs on campus will be reflected on the student billing account. These charges include: tuition, mandatory fees, matriculation fee, tuition and fee penalties, self-support courses, course fees, housing and food, parking fines, health center charges, library fines, etc.

**Matriculation Fee:** All admitted students pay this one-time fee during their first term.

**Mandatory Fees:** These fees are assessed each term the student is registered for classes.

**Tuition and Fee Penalties:** Penalties occur when the student reduces credit hours after the seventh calendar day of the term or when the student completely withdraws after classes begin. The penalty is a percentage of the tuition and/or fees refunded. Please view the Refund Schedule for dates and percentages. his schedule is available under Dates & Deadlines → Refunds, on the Registrar's website.

[registrar.uoregon.edu/dates-deadlines/refund](http://registrar.uoregon.edu/dates-deadlines/refund)

**Housing and Food Charges:** Housing, food and Duck Bucks charges are assessed each term.

**Duck Store (UO Bookstore):** The UO Duck Store is a separate entity; therefore, books and supplies will not appear on the student's billing account.

More information about charges is available at:

[ba.uoregon.edu/student-financial-services/charges](http://ba.uoregon.edu/student-financial-services/charges)

### BILLING AND QUIKPAY®

The university uses an electronic billing system called QuikPAY® to bill students for charges incurred. Electronic billing statements are generated on a monthly billing cycle and are produced around the 16th of each month. Payments are due on the first day of the following month. The first billing statement for Fall term will be available mid-September; for Winter term, it's available mid-December; and for Spring term it's available mid-March. Once the

statement is available online, an electronic notification will be sent to the student's official UO email address.

To access QuikPAY®, log in to DuckWeb and:

1. Select "Student Menu"
2. Select "QuikPAY® Student Account"
3. Select "View & Pay Accounts"
4. Select "View Account Details" to the right of Student/UO Billing Account
5. Select "User Preferences" and complete the SMS Option section to receive text message notifications

**Interest And Billing Charges:** Payments are due on the first of the month. Interest and billing charges are assessed on past-due balances after the 10th of each month.

### PARENTS, GUARDIANS, AND THIRD PARTIES

In compliance with the Family Education Rights and Privacy Act (FERPA), student billing accounts are considered confidential to the student. For students who have a third party, such as a parent or guardian, who will be inquiring, viewing, or making payments on the student billing account, the student will need to establish the third party as an "Authorized Payer" on the QuikPAY® system.

Students can establish multiple authorized payers.

To establish an authorized payer, log in to Duckweb and:

1. Select "Student Menu"
2. Select "QuikPAY® Student Account"
3. Select "Authorize Payers" from the list of options on the left
4. Click on the "Add New" button
5. Enter the authorized payer's name and email address
6. Click on the "Add" button

Once a student establishes an authorized payer, an email notification will be sent to the authorized payer's email address with login instructions.

Authorized payers can find the direct link to QuikPAY here:

[ba.uoregon.edu/student-financial-services/make-a-payment](http://ba.uoregon.edu/student-financial-services/make-a-payment)

**Authorized Payers:** Forgot your password? Click on "Forgot Username/Password" and you will receive an email with the secure link to reset your password.

### PAYMENTS

The total amount due on the monthly billing statement must be paid in full by the due date to avoid interest and billing fees. Partial payments are allowed under the Billing Account Terms and Conditions.

### ACCEPTED PAYMENT METHODS:

- Electronic payment from a checking or savings account made online through the QuikPAY® system using a bank account in the United States.
- Credit card or debit card payments made using the QuikPAY® system only.\* MasterCard, Discover, American Express, or Visa credit cards are accepted.
- 529 College Savings Plans: Many plans now have a digital distribution option (electronic ACH) which saves time and improves transparency with real-time payment tracking. When requesting a withdrawal from your plan, check with your plan administrator to see if a digital distribution option is available.

\* The university has contracted with a third party to provide the ability to make credit card and Debit Card payments through the QuikPAY® system. There will be a separate fee charged by the third party to the credit card or Debit Card account for processing the card transactions.

To mail a check directly to the UO, use the PO Box mailing address. Please include the student's name and UO ID number and allow two to three weeks for a check payment to be applied to the student account.

- Mail payment with the bottom portion of the printed electronic bill to the address on the billing statement
- Pay in person at the Cashiers Office.
- International students can pay using Flywire by visiting: [uoregon.flywire.com](http://uoregon.flywire.com)

To maintain enrollment eligibility, the account balance must be below \$1,000 for Oregon residents and \$3,000 for non-resident students. If the balance exceeds these amounts, or if there are charges on the account that are older than two academic terms, you will not be able to register. Please contact the Collections Department at 541-346-3215 if you have a registration hold.

## FINANCIAL AID AND SCHOLARSHIPS

Financial aid and scholarships will be disbursed to the student's billing account when a student meets all eligibility criteria. Financial aid loans, grants, fee waivers, and university scholarships are awarded for the academic year with the disbursements divided into three equal installments.

Financial aid disbursements will generally show on the first billing statement of each term as "Pending Financial Aid." Pending aid is not deducted from the totals on the billing statement.

Title IV federal financial aid will automatically pay current year institutional charges (i.e. tuition, fees, housing, and food) and up to \$200 of prior year institutional charges. Title IV federal financial aid will not automatically pay non-institutional charges such as library fines, parking permits, parking fines, and health center charges. Students may authorize the university to pay most non-institutional charges for the current year and up to \$200 of prior year non-institutional charges on-line via DuckWeb. Title IV funds may not pay interest, billing, and pre-enrollment charges. Students may still owe a balance on their billing account for prior year charges or for current year charges if authorization to pay non-institutional charges with federal financial aid is not given. As a result, some charges may still be present on the bill even though a refund was sent. Students are responsible for reviewing their account and ensuring all charges are paid by the due date.

## PARENT LOANS

Parent loans are disbursed to the student's billing account. When there is a combination of student financial aid and a parent loan, the parent loan is applied to the student's charges first.

When there is a credit balance after all allowable charges have been paid, a refund is issued. If the parent elected to receive the refund, the credit balance will be refunded to the student up to the amount of the student's financial aid. Any remaining credit balance will be refunded to the parent. Parent loan refunds are mailed starting the second week of the term.

## OUTSIDE SCHOLARSHIPS

Outside scholarships received by the university are provided to students in three ways:

- Checks made payable to the University of Oregon are automatically disbursed to the student's billing account.
- Checks made payable to both the University of Oregon and the student will require the student to endorse the check at the Cashiers Office before disbursement.
- Checks made payable to the student will be released to the

student by the Cashiers Office at the beginning of each term.

Without specific instructions from the donor or from the student, the university's policy is to disburse scholarships of \$2,500 or less in full. Scholarships more than \$2,500 are automatically disbursed in three equal installments for the three terms of the academic year.

Outside scholarship checks need to include the student's name and UO ID number, and should be mailed to:

UO Cashiers  
PO Box 3237  
Eugene, OR 97403-0237

## CREDIT BALANCES AND REFUNDS

When financial aid and scholarships exceed allowable charges on the student's billing account, the credit balance will be refunded. The preferred method for students to receive refunds is through direct deposit into the student's bank account.

## DIRECT DEPOSIT

Sign up for direct deposit by logging in to DuckWeb and then:

1. Select "Student Menu"
2. Select "Direct Deposit"
3. Authenticate using your DuckID, password, and Duo, UO's two-step login service
4. Select "Add New" under Employee Reimbursement and Student Account Refunds
5. Input your bank account information
6. Check box to authorize UO to initiate Direct Deposit
7. Select "Save"

For those without direct deposit, a financial aid refund check will be created and mailed. Please make sure mailing addresses are kept current via DuckWeb to avoid a lost check. Disbursement information is available on our website.

Credit balances remaining on accounts from personal payments will be refunded upon request. Credit card payments are refunded to the original card.

## BILLING CHECKLIST FOR NEW STUDENTS

### ON DUCKWEB

- Read, accept, and sign the online Billing Account Terms and Conditions
- Set up authorized payers on your billing account
- Set up direct deposit
- Read and submit the online Title IV authorization

### FOR YOUR CALENDAR

- Set a reminder to check your student account balance around the 16th of each month
- Note the fall, winter, spring, and summer payment due dates

## BUSINESS AFFAIRS

📍 Thompson University Center  
720 E. 13th Ave.  
Eugene, OR 97401

**MAILING ADDRESS**  
Student Billing Department  
PO Box 3237  
Eugene, OR 97403-0237

☎ 541-346-3170  
✉ [stubills@uoregon.edu](mailto:stubills@uoregon.edu)  
📍 [ba.uoregon.edu/student](http://ba.uoregon.edu/student)