

Western Oregon University

Accounting & Business Services

wou.edu/business



Western Oregon
UNIVERSITY

Transcribed text is available by
clicking on the comment tool.



WOU BUSINESS SERVICES

WE ARE HERE TO HELP

We are located on the first floor of the
Lieuallen Administration Building.



Frequently Asked Questions

Q: ***What is a revolving charge contract?***

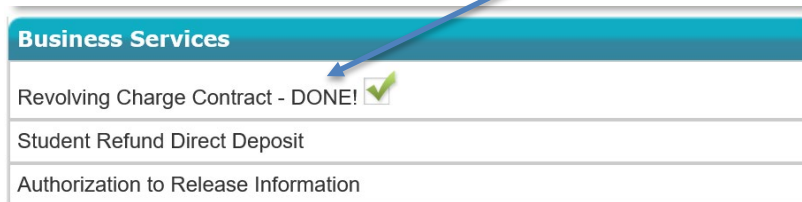
A: The revolving charge contract is your promise to pay your bill at WOU.

Q: ***Who needs to complete a revolving charge contract?***

A: All students are required to complete a revolving charge contract. It spells out the terms and conditions of Western's accounts receivable policy.

Q: ***How can I complete a revolving charge contract?***

A: The quickest and easiest way to complete a revolving charge contract is through your WOU Portal. It is located in your Business Services channel.



The green check box will activate to show you have completed the form the next business day after electronically signing it.






Q: *When are tuition and fees due?*

A: Tuition and fees are due 30 days from the start of classes to avoid interest, revolving charge and late fees. You can find the due date calendar [here](#).

Q: *When will I receive my bill?*

A: You will receive your first bill for fall term in mid to late August. An email will be sent to your WOU email letting you know your bill is available. You can access your bill in your Wolf Web under the Student Menu. You will receive an email letting you know your bill is ready each month you have an account balance.

Q: *I have changed classes and my bill doesn't show the correct amounts. Where can I see what my account balance is?*

A: You can view your account summary in WolfWeb by logging into your WOU Portal. Click on the  icon at the top of the page. In WolfWeb click on Student Menu and then Account Summary by Term/Account Payment/Deferment. This is a live view of your current account balance. We encourage students to check frequently, especially if adjusting their schedules.





Q: *I should be getting a refund. How does that work?*

A: Refunds are sent either by check or through direct deposit. Direct deposit offers the option of having your money deposited into a checking or savings account, or reloadable card that you have purchased.

Q: *When and how can I sign up for direct deposit?*

A: You can sign up now.

Business Services	
Revolving Charge Contract - DONE!	✓
Student Refund Direct Deposit	
Authorization to Release Information	

This is the link to sign up for direct deposit for student refunds.

Q: *When does my student refund get sent?*

A: Direct deposit refunds begin Wednesday before the start of the term and each business day thereafter. Checks are mailed the Friday before the term begins and twice a week thereafter.

Q: *I received an email stating that my refund was initiated, why aren't the funds in my bank account?*

A: Your bank can hold your funds up to 48 hours after WOU initiates your refund.





Q: *What are my options for making my payment?*

A: You can pay online through your WolfWeb account by E-check (no fee), Visa, MasterCard, or Discover (2% fee). You can pay in person at the cashier's window with cash, check, credit/debit card (2% fee), or by mail. We do not accept payments over the phone.

Q: *If I don't have enough money to cover my account balance by the due date what do I do?*

A: You have several options:

1) Pay your first $\frac{1}{3}$ by the tuition deadline to avoid the late fee. The revolving charge fee of \$12 per term would apply as well as 1% interest per month until your account balance is zero.

2) If you cannot pay your first $\frac{1}{3}$ by the tuition deadline you should process a short term deferment in your WolfWeb. There is a \$12 per term fee for the deferment in addition to the fees noted in option 1 above.

Q: *What happens if I don't pay my entire bill by the end of the term?*

A: You will not be able to receive transcripts.





Q: *I received a refund but I still have an account balance. Why is that?*

A: Federal financial aid cannot pay for late fees, interest, or installment plan charges even if you authorize it. These charges will need to be paid with non-Federal financial aid or out of pocket.

Q: *Are there any other options for payment?*

A: If you choose to use the revolving payment plan, $\frac{1}{3}$ of your bill is due by the due date. The balance is due by the end of the term. If you cannot pay the first $\frac{1}{3}$ of tuition and fees by the due date, you can process a short term deferment to avoid a late fee. Deferments are available through your WolfWeb account. You will incur a \$12 revolving plan charge per term and 1% interest per month on any outstanding balance that is not paid in full by the due date each term.

Account Summary by Term

Pay using this link.



These are your account charges and payments term by term.

Note: Some interest and miscellaneous late fees may be listed under *Miscellaneous Term Transaction* at the end of this page.

To make a payment on your account, note the amount you want to pay and [click here](#).

Allow two weeks for payments made by E-Check to clear holds. Payments made by credit/debit cards will clear holds the next business day.

To process a short term deferment on your account, [click here](#).

To view an account summary without a term by term breakdown, [click here](#).

If you have questions on your account, contact the WOU Accounts Receivable Office at (503) 838-8201.

Summary

Process a deferment using this link.

■ TOGETHER WE ENGAGE






Q: *Who do I contact if I have a question about my bill?*

A: You can call or email Business Services. We can be reached at (503) 838-8201 or businessoffice@wou.edu

Office Hours: Monday, Tuesday, Thursday & Friday 8 am - 5 pm
 Wednesday 9:30 am - 5 pm

Q: *What if I want someone else to talk with WOU about my bill?*

A: Submit the Financial Aid & Business Services Release of Confidentiality Form found in your WOU Portal under Financial Aid Forms or in your Business Services channel.

Business Services
Revolving Charge Contract - DONE! 
Student Refund Direct Deposit
Authorization to Release Information
Release of Confidentiality 20-21

This form can be submitted electronically
if sent from your WOU email.





Additional Resources & Links

- [Business Services FAQ](#)
- [Tuition Calculator](#)
- [Financial Aid Website](#)
- [Registrar's Office Website](#)
- [University Housing Website](#)
- [Parking/Public Safety Website](#)
- [Library Website](#)
- [Bookstore Website](#)

