

VANDERBILT UNIVERSITY

OFFICE OF STUDENT ACCOUNTS



Location: 2309 West End Ave., Nashville TN 37240
Office Hours M-F: 8:00 a.m. - 4:30 p.m. CT
Mailing Address: PMB 401671, Nashville, TN 37240-1671

Phone: 615-322-6693; toll-free 800-288-1144
Email: student.accounts@vanderbilt.edu
Web: www.vanderbilt.edu/stuaccts

As students prepare for the Fall 2019 semester, Student Accounts strives to give information regarding financial policies and procedures related to upcoming payment obligations.

Payment of Invoice

The payment deadline for Fall semester 2019 charges is **August 31, 2019**. Any balance not paid by the payment deadline will be assessed a 1.5% late payment fee (minimum \$5) on August 31 and monthly thereafter. Diploma and transcripts will be held and students may not be able to add/change any courses until all balances are paid. If the student will not be enrolling for the Fall semester, they

E-Bills

E-Bill is an online presentation of a student's Vanderbilt Student Account bill that uses a web-based presentation from Higher One to provide secure access to student financial records. Online account access offers a secure way to view bills, make payments and review e-bill information. Students may access their online invoices from their YES landing page at <http://yes.vanderbilt.edu>. Once a student has signed in to YES, invoices may be viewed under the Billing Portal link.

To view Higher One e-bill:

- Log in to the YES landing page
- Select "**Billing Portal**"

Information about the online Billing and Payment systems can be found at www.vanderbilt.edu/stuaccts

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should notify their school's Office of Academic Services by this deadline

The student is financially responsible for their student account. Students may authorize parents or others online access to their billing accounts; however it is the responsibility of the student to check for the latest e-bill and ensure that it is paid on or before the due date(s).

Only students may grant online account access to parents, guardians/other payers. Billing notices will be e-mailed to the student's Vanderbilt email address and to other payers who have been and have enrolled for online billing by their student. Payments may be made electronically or a payment coupon may be printed for mailing payments. When an electronic payment is made, a confirmation e-mail will be sent. It remains the responsibility of the student to ensure that bills are paid on or before the due date.

For instructions on how to add a parent/other payer, please find information on page 5 of this newsletter.

Remittance Information

Payment online: Once logged into your account online, a valid checking/savings account or a credit/debit card (2.65% card processing fee) can be used. We currently accept Visa, MasterCard, American Express or Discover. Online payments may be made until 6:00 p.m. Central Time the last day of each month.

Payment by mail: Enclose check and payment coupon located at the top of the invoice. Please allow seven business days for mail processing in order for payments to reach Vanderbilt University by **August 31, 2019**.

Overnight Payment Delivery Only: Send payment to Vanderbilt University, Office of Student Accounts, 2309 West End Ave., Nashville, TN 37203.

Payment in person: Payment may be made in person at the Vanderbilt University Office of Student Accounts, 2309 West End Ave. **Cash is no longer an acceptable form of payment on a student account.** Personal checks, cashier's checks, money orders and bank drafts will continue to be accepted.

All checks should be made payable to Vanderbilt University. Please include student's full name and Commodore ID number or the last four digits of their social security number on all remittances.



Monthly Payment Plan: The Vandy Plan, a monthly payment plan administered by our partner Higher One, offers an interest-free 5-month payment plan. The first Fall 2019 payment is due to Higher One May 15 and all applicants must be enrolled by August 31. The current estimated charges are available on our website to assist in determining expenses at www.vanderbilt.edu/stuacct.

Guarantor Authorization and Debt Repayment Agreement

A Guarantor Authorization and Debt Repayment Agreement allows Vanderbilt University to release pertinent financial information to the guarantor(s) listed on the form (usually the parents). Without proper signatures, no financial information can be disclosed to anyone other than the student. The form can be found on our website at https://finance.vanderbilt.edu/stuacct/documents/Guarantor_Authorization_and_Agreement_Form.pdf.

Health Insurance

All graduate/professional students registered in degree programs of four or more credit hours, or who are actively enrolled in research courses that are designated as full-time enrollment, are required to be covered by health insurance. Students may be covered by the Vanderbilt Student Injury and Sickness Insurance Plan or by a policy of the student's choice that provides comparable coverage.

Information about Vanderbilt's 12-month student insurance policy can be obtained at <http://www.gallagherstudent.com/vanderbilt>

If you have other insurance comparable to the University's plan and do not wish to participate in the Vanderbilt Student Injury and Sickness Insurance Plan, you must complete an Online Waiver Form (<https://www.gallagherstudent.com/vanderbilt>) indicating your other insurance information. This Online Waiver Form will be available on May 1 and must be submitted no later than August 1, 2019, or you will be automatically enrolled in the Plan offered by the University and will be responsible for paying the insurance premium for the Vanderbilt policy (one half of the premium billed in the Fall semester and one half billed in the Spring semester). The Online Waiver process is the only accepted process for waiving coverage.

IMPORTANT: If a student withdraws or leaves the University at any time for any reason after enrolling in the Vanderbilt insurance plan, they will remain covered through August 11, 2020, and will still be responsible for payment of the premium for the full 12 months of coverage.

International Student Health Insurance

All enrolled international students residing in the U.S. are required to purchase the University International Student Injury and Sickness Insurance Plan.

To waive the Student Injury and Sickness Plan for the 2019-2020 Policy Year

- Find the insurance waiver online at www.gallagherkoster.com/vanderbilt

Log-In Process

- All students will log in using their Vanderbilt University e-mail address as the user ID and their Commodore ID number as the password.
- Students may locate their Commodore ID on the Student Account invoice or at <http://yes.vanderbilt.edu> or by calling Gallagher Koster.
- Click on the "Student Waive" to access the 2019-20 Vanderbilt University Graduate/Professional Fall Waiver form.
- Complete the Fall Waiver form (have current health insurance ID card ready as this information will be needed to complete the form to waive the insurance).
- A confirmation number is generated immediately to confirm the submission. Print and retain this confirmation number as it is the only documentation that the form was successfully submitted.
- If a student does not receive a confirmation number, please check the form for errors and resubmit the form.
- Waiver forms will be audited to ensure your current insurance plan is comparable. You will subsequently receive notification of the approval or denial.

The charge for the insurance premium will be removed from their student account invoice within 2-3 weeks.

Third Party Billing

If a third party (i.e., outside scholarships, sponsors) will pay all or part of a student's tuition and fees, and the third party requires a bill to be mailed directly from the Office of Student Accounts, a written authorization request and a Financial Information Form must be received in the Office of Student Accounts (PMB 401671, Nashville, Tennessee, 37240-1671) from the third party thirty (30) days prior to the beginning of classes.

This authorization form may be found at <https://www.vanderbilt.edu/stuaccts/graduate/forms.php> and must include the organization's name and address, the student's name and Account ID number, the amount that will be paid, and the name and telephone number of a contact person.

Graduate Awards

If a student is enrolled for courses, their August e-bill should reflect any applicable Graduate departmental awards. However, in the event that a student's award is not reflected, please deduct the amount of the award and submit any out-of-pocket expense by the August 31, 2019, payment due date.

University Tuition Scholarships are service-free awards that pay all or part of tuition costs. The following graduate awards are normally supplemented by a full University Tuition Scholarship, which usually includes student health insurance coverage: University Fellowships, Graduate Teaching Assistantships, Graduate Research Assistantships, Traineeships, and Teacher Training Awards.

Refunds

Under state and federal regulations, educational expenses such as tuition and fees are to be paid prior to the release of any credit refund from loan proceeds. Therefore, if there is a balance due on a student's account, all loan proceeds must be credited to the account before a refund will be granted.

The Graduate and Professional refund process is automated. Students do **not** need to complete a Refund Request Form *unless the student has opted to have credit retained in their student account*. Students must be officially enrolled in courses and have a refundable credit balance after tuition and fees have processed. Charges that apply after a refund has processed will need to be paid on or before the next invoice deadline to avoid late payment fees.

If enrolled, **Law School and Owen** student refund checks will process automatically beginning Tuesday, August 13, 2019. An EFT deposit or check will process the next business day.

If enrolled, **Nursing** student refund checks will process automatically beginning Tuesday, August 20, 2019. An EFT deposit or check will process the next business day.

If enrolled, **Divinity, Engineering Professional, Graduate School, Peabody and MEDM** student refund checks will process automatically beginning Thursday, August 22, 2019. An EFT deposit or check will process the next business day.

The check mailing process sorts first to campus address; then mailing address; then home address. **PLEASE MAKE SURE YOUR ADDRESS IS ACCURATE. No refund checks may be held for pick-up.**

Direct Deposit of Student Refunds

Vanderbilt University now offers a distribution method other than paper check to refund credit balances from your student account! If you would like to take advantage of this new feature, simply log into [YES](#) and click the Direct Deposit icon to securely enter your account information.

To add an "Other Payer"

- *Log into your Yes Landing Page, and click "Billing Portal"*
- *On your Account Page, click "Add New" in the Other Payers section.*
- *Enter the information that is requested, and click "OK". (You must enter the username that your additional payer will use. The username and temporary password will be sent to your additional payer via e-mail.)*

Other Important Telephone Numbers

Parent Help Line	877-887-2736
University Registrar's Office	615-322-7701
Commodore Card Office	800-632-0998 615-322-2273
Dining	615-322-2999
Housing & Resident. Edu.	615-322-2591
Information Technology Svcs	800-735-9173 615-343-2100
Traffic & Parking	615-322-2554
Financial Aid	800-288-0204 615-322-3591