Frequently Asked Questions (FAQs)
about Rutgers Term Bills for ROSE Students

1. When will term bills be released?
   i. Now at https://finservices.rutgers.edu/otb/.

2. When are term bills due?
   i. August 6th so pay it as soon as you can to avoid the $125 late fee. Pay your term bill by August 13th and if not, then you will get a late fee.

3. How can I pay my term bill?
   i. Rutgers highly recommends that you pay through Flywire only through your term bill portal. Additional information about international payments is located at https://studentabc.rutgers.edu/international-payments.

4. Why do you recommend that we only pay through Flywire? Why can’t I pay Rutgers directly through a wire transfer or another international payment method?
   i. If you ever overpay your Rutgers term bill and are owed a refund, Rutgers can only process the return in 2 ways. More information can be found at https://studentabc.rutgers.edu/international-payments:
      1. Issue a refund if you paid through Flywire, or
      2. Move over the refund to your fall 2021 or spring 2022 to lower the total balance.

5. I overpaid my Rutgers term bill last year and I haven’t received a refund, what should I do?
   i. Rutgers Student Accounting recommends that you complete this form at https://rutgers.ca1.qualtrics.com/jfe/form/SV_6sBfJq8XoIF5Hg1. The last question asks which refund method do you want and select “Term Bill Credit Transfer.” The credit will be moved to your fall term bill and lowering how much you owe. DO NOT select flywire or direct deposit since you will lose money if you do that. Select the “Term Bill Credit Transfer” only.

6. How do I know if I am owed a refund on my term?
   i. Look at the line “Total Balance” in your Rutgers Fall 2020 or Spring 2021 term bill. If the dollar amount has CR at the end, then this means you will be issued a refund.
      1. For example

       | Total Balance: | $250.00CR |

7. Can I sign up for a payment plan?
   i. Yes, visit https://studentabc.rutgers.edu/rutgers-tuition-payment-plans. The plan is administered by Rutgers and Nelnet Campus Commerce, a third-party billing servicer.

8. I would like further information about the charges on the term bill, how can I get further information?
   i. Go to https://studentabc.rutgers.edu/tuition-fees/tuition-and-fees-0.
   ii. Then click on “New Brunswick Undergraduate” for the tuition & fee rates.
   iii. Further information about the fees can be found at https://studentabc.rutgers.edu/payments/fees-descriptions.
9. What fees will be removed from my term bill?
   ○ The SEVIS fee of $250 is called “course/other fees” and the Student Healthcare Plan (insurance) should not be on your term bill. If it is, it will be removed within the next week or two.

10. Can I waive the PIRG fee of $11.20? -Yes! When you log into your term bill and click on “pay my bill.”
    1. Click on the second box “I do not wish to contribute to NJPIRG, and my payment has been reduced by the NJPIRG fee in the Payment Adjustments box, below. For more information, please visit the NJPIRG website.”
    2. Afterward, the principal payment will automatically be reduced by $11.20.

<table>
<thead>
<tr>
<th>Charges</th>
<th>Payments / Account Credits</th>
</tr>
</thead>
<tbody>
<tr>
<td>TECHNOLOGY FEE</td>
<td>$181.00</td>
</tr>
<tr>
<td>PIRG</td>
<td>$11.20</td>
</tr>
<tr>
<td>OFFSITE INSTRUCTIONAL</td>
<td>$994.50</td>
</tr>
<tr>
<td>SUPPORT FEE</td>
<td></td>
</tr>
<tr>
<td>NEW STUDENT FEE</td>
<td>$275.00</td>
</tr>
<tr>
<td>COURSE/OTHER FEES</td>
<td>$250.00</td>
</tr>
<tr>
<td>TUITION</td>
<td>$14,868.50</td>
</tr>
</tbody>
</table>

Total Charges: $16,580.20  Total Payments: $0.00

Payment Reductions

For your payment, you may be able to reduce the Total Balance by claiming certain adjustments listed below. Check only the boxes that apply to your account.

- I am receiving additional financial aid this semester which is not on the statement.
- I do not wish to contribute to NJPIRG, and my payment has been reduced by the NJPIRG fee in the Payment Adjustments box, below. For more information, please visit the NJPIRG website.
- I have enrolled in the Rutgers Tuition Payment Plan, but half of my budget does not cover my semester charges. I am paying the balance owed.
- I will receive a payment from a third party (external scholarship or company billing).
- I will be receiving Rutgers Remission for T.A.'s, G.A.'s, fellows, staff or dependent child, so I have subtracted my remission benefit from my balance due.

Adjust Principal Payment Amount

<table>
<thead>
<tr>
<th>Total Balance</th>
<th>16566.00</th>
</tr>
</thead>
<tbody>
<tr>
<td>Principal Payment</td>
<td>16569.00</td>
</tr>
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</table>

Verify Payment Adjustments
11. Why am I being billed this amount for tuition? Is the Rose tuition and Rutgers online tuition the same amount?
   1. **YES.** Go to https://studentabc.rutgers.edu/tuition-fees/tuition-fees-rates
   2. The tuition amount charged is based on your school of enrollment. For example, there is a different tuition charge for a SAS (School of Arts & Science) versus RBS (Rutgers Business School).

12. I paid the $5,500 Rose program deposit, how will that be applied to my term bill?
   It takes a few weeks for the program deposit to be credited to your term bill. When you are making a payment, subtract this amount from the total cost in the ‘payment adjustment’ as per the images below. When the deposit has been posted, it will appear as a payment on your term bill by mid-September.
   - Check off the 2nd and 4th boxes in the Payment Adjustments window.
   - Click in the “Principal Payment’ box and manually reduce the total balance from $16,569 to $10,819 (minus the $250 & $5500).
   - Afterward, click on “Verify Payment Adjustments” to submit your payment.

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### Adjust Principal Payment Amount

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
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<tbody>
<tr>
<td>Total Balance</td>
<td>$16,569.00</td>
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<td>Principal Payment</td>
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[Verify Payment Adjustments]
13. I paid the $1,500 Rose housing deposit, how will that be applied to my term bill?
   ○ Instead of reducing your term bill by $5,500 to reflect the program deposit, you will need to reduce
     instead by $7,000 to include the housing deposit as well. Please follow the instructions outlined in the
     program deposit question and subtract $7,000 and not $5,500.

14. If I do not pay the full total balance, then there will be a balance left, is that okay?
   Yes! You should have a balance. Once the SEVIS fee is removed and the program deposit (and if
applicable the housing deposit) is applied to your account, then the balance will be zero.

15. I originally applied for ROSE housing but withdrew from the housing after the date that would be entirely
    refundable. There is now a cancellation fee according to the housing deposit agreement. If I owe money,
    how and when will this be reflected on my term bill?
    You must email the Rose staff requesting a withdrawal from the housing. Once a Rose staff processes
the withdrawal, the housing penalty will appear on your term bill by the end of September.

16. I have additional questions not listed here, who should I contact?
    1. Go to https://studentabc.rutgers.edu/ and review the information provided.
    2. After reviewing the Student Accounting website and you still have questions, then email

Confirming Your Attendance with RuHere

17. What does it mean to ‘confirm your attendance’ when you complete the RuHere?
    You will need to complete the RUHere confirmation of the attendance process when attempting to access
an online system that requires log-in with your Rutgers NetID. Additional information at
https://scarlethub.rutgers.edu/registrar/registration/ruhere-confirmation/

    *RU Here will be available in mid-August.

18. What happens if I do not complete the RUHere?
    You must participate in the RUHere before the deadline, or your registration will be canceled.

19. But do I still need to do this when I am not at Rutgers in the United States?
    YES. You are still a Rutgers student that happens to be taking classes outside the United States. You must
confirm your attendance even though you are abroad.

20. I can’t find the RUHere confirmation and/or I am not sure if I confirmed, what should I do?
    If you have questions or concerns, then email ruhere@rutgers.edu.
Step by Step Process

1. Once you log-in, you will be presented with a pop-up window where you will be able to confirm your enrollment plans.

2. The Financial Responsibility Statement (FRS) is a mandatory agreement accepting financial obligations and responsibilities for attendance. If you do not have a valid FRS on file, you will not be prompted to “Agree” to the terms of the FRS.

3. Please ensure you complete the “RU Here” process and do not log out of the system early. If you do not receive a message confirming completion of the process, then you have not reached the end of the process, and must start again.