

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

- **When will term bills be released?**

Your Rutgers Spring 2021 term bill is available now at <https://finservices.rutgers.edu/otb/>.

- **When are term bills due?**

Your term bill may state a due date of January 14 or another later date. You will see that you cannot submit payment right now but that option will be available starting on January 1st. We highly recommend that you follow our directions on adjusting your total balance if there are still missing or incorrect charges on the bill in the following questions.

- **How can I pay for my term bill?**

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>.

- **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?**

If you ever overpay your Rutgers term bill and are owed a refund, Rutgers can only process the return in 2 ways:

1. Issue a refund if you paid through Flywire, or
2. Move over the refund to your spring 2021 to lower the total balance.

- **I overpaid my Fall term bill and I haven't received a refund, what should I do?**

Rutgers Student Accounting recommends that you complete this form at [https://rutgers.ca1.qualtrics.com/jfe/form/SV\\_6sBfJa8XoIF5Hg1](https://rutgers.ca1.qualtrics.com/jfe/form/SV_6sBfJa8XoIF5Hg1). The last question asks which refund method do you want and select "**Term Bill Credit Transfer**." The credit on your fall will be moved to your spring 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.

- **How do I know if I am owed a refund on my term?**

1. Look at the line "Total Balance" in your Rutgers Fall 2020 term bill.
2. If the dollar amount has CR at the end, then this means you will be issued a refund.
  - a. For example

<b>Total Balance:</b>	<b>\$250.00CR</b>
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- **Can I sign up for a payment plan?**

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.

- **I would like further information about the charges on the term bill, how can I get further information?**
  1. Go to <https://studentabc.rutgers.edu/tuition-fees/tuition-and-fees-0>.
  2. Then click on “New Brunswick Undergraduate” for the tuition & fee rates.
  3. Further information about the fees can be found at <https://studentabc.rutgers.edu/payments/fees-descriptions>.
  
- **What fees will be removed from my term bill?**
  - The SEVIS fee of \$250 will be removed by the first week in January.
  - The Student Healthcare Plan (insurance) may still appear on your term bill. If you still see the charge by January 21, email [rose@global.rutgers.edu](mailto:rose@global.rutgers.edu).
  
- **Can I waive the PIRG fee of \$11.20?**
  1. **Yes!** When you log into your term bill and click on “pay my bill.”
  2. 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.”
  3. Afterward, the principal payment will automatically be reduced by \$11.20.

Charges		Payments / Account Credits	
COMPUTER FEE	\$171.00		
PIRG	\$11.20		
CAMPUS FEE	\$1,144.95		
NEW STUDENT FEE	\$275.00		
SCHOOL FEE	\$70.50		
TUITION	\$14,506.00		
<b>Total Charges:</b>	<b>\$16,178.65</b>	<b>Total Payments:</b>	<b>\$0.00</b>

Pay My Bill

Print My Bill (Mail Payments)

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

Total Balance 16178.65  
Principal Payment 16178.65

Verify Payment Adjustments

Payment Reductions

help

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Adjust Principal Payment Amount

Total Balance 16167.45  
Principal Payment 16167.45

Verify Payment Adjustments

- **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/sites/default/files/New%20Brunswick%20Undergraduate%20%29.pdf>.
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).

- **I paid the \$3,500 Rose program deposit, how will that be applied to my term bill?**

It takes a few weeks for the program deposit to be credited on 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-January.

- Check off the second box in the Payment Adjustments window to waive the NJPIRG.
- Click in the “Principal Payment” box and manually reduce the total balance from \$16,167.45 to \$12,417.45 (minus the \$250 & \$3500).
- Afterward, click on “Verify Payment Adjustments” to submit your payment.

The image displays two side-by-side screenshots of the 'Payment Adjustments' web form. Both screenshots show the 'Payment Reductions' section with five checkboxes. In the left screenshot, the second checkbox is selected. Below this section is the 'Adjust Principal Payment Amount' section, which shows a 'Total Balance' of 16167.45 and a 'Principal Payment' of 16167.45. In the right screenshot, the 'Principal Payment' is manually reduced to 15667.45. Both screenshots have a 'Verify Payment Adjustments' button at the bottom.

- **I paid the \$1,500 Rose housing deposit, how will that be applied to my term bill?**

- The housing deposit will not be applied to your Rutgers term bill. Instead, the deposit will be subtracted from the total amount you will owe to Rutgers China for your housing location selection. Further information about this will be emailed to you.

- **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 and then the SEVIS fee is removed from your term bill and the program deposit is applied to your account, then the balance will be zero. We will make sure it is processed correctly, starting in mid-January.

- **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 January.
- **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 <https://helpspot.finaid.rutgers.edu/helpspot/sar/index.php?pg=request>.

## **Confirming Your Attendance with RuHere**

- **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://financialaid.rutgers.edu/ruhere-confirmation-of-attendance-process/>

**\*RU Here will be available from January 13 to February 2.**
- **What happens if I do not complete the RUHere?**

You must participate in the RUHere before the deadline, or your registration will be canceled.
- **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.
- **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](mailto: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.

**RUTGERS**

**ACTION REQUIRED**

You are required to take action on the following item(s) before you can proceed to any services that require your Rutgers credentials

**RU HERE: COURSE ATTENDANCE**

You are registered for the fall 2018 semester. Please confirm your enrollment below

I confirm my attendance for the fall 2018 semester.

I will not attend the fall 2018 semester and understand that I must complete the formal withdrawal process.

Links to campus web sites: [Camden](#), [Newark](#), [New Brunswick/Piscataway](#), [Rutgers University](#).  
For assistance, contact the Help Desks in: [Camden](#), [Newark](#), or [New Brunswick/Piscataway](#).

A red box highlights the "Yes, I am attending" button, with a red arrow pointing to it from the right.

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.

**RUTGERS** Welcome Student Test

**ACTION REQUIRED**

You are required to take action on the following item(s) before you can proceed to any services that require your Rutgers credentials

**FINANCIAL RESPONSIBILITY STATEMENT(FRS)**

By registering for class(es), I acknowledge that I have read, understand, and agree to the terms and conditions of the Financial Responsibility Statement(FRS). I understand that I am agreeing to a legally binding contract to pay all tuition and fees assessed to my student account and all additional costs and expenses related to my enrollment at Rutgers University ("Rutgers"). These costs and expenses include, but are not limited to, housing, meal plans, flex dollars, health insurance and all other departmental or school costs processed through my student account.

To view the complete Financial Responsibility Statement(FRS), [click here](#).

Click Agree to accept the terms of the Financial Responsibility Statement(FRS).

A red box highlights the "Agree" button, with a red arrow pointing to it from the right.

3. Please ensure you complete the "RUHere" 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.

**RUTGERS**

Thank you for completing the RU Here process.  
You can now login to the service you initiated or you will be redirected to [Rutgers portal](#) in 30 seconds

Links to campus web sites: [Camden](#), [Newark](#), [New Brunswick/Piscataway](#), [Rutgers University](#).  
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