

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

- **When will term bills be released? (Revised Answer 8/11)**

Your Rutgers Fall 2020 term bill is available now at <https://finservices.rutgers.edu/otb/>.

- **When are term bills due? (Revised Answer 8/19)**

Your term bill may state a due date of August 7 or August 21. A term bill extension was made and is due on September 1. You will not see this new due date listed on your term bill. 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? (New question 8/19)**

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? (New question 8/19)**

If you ever overpay your Rutgers term bill and are owed a refund, Rutgers can only process the return in 3 ways:

1. Issue a refund if you paid through Flywire,
2. Move over the refund to your spring 2021 to lower the total balance, or
3. Issue a paper check in USD that will be mailed to your home address in China.

Rutgers will contact you in September about the refund on your term bill. You do not need to do anything at this moment.

- **How do I know if I will be issued a refund on my term bill? (New question 8/20)**

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> |
|-----------------------|-------------------|

- **I see a CR in the total balance but I did not use Flywire to make the payment. How will Rutgers issue me the refund? (New question 8/20)**

Rutgers Student Accounting will email you information about refunds options after the first day of classes at Rutgers on September 1. If it is the second week of September and you have not received information, contact Student Accounting <https://helpspot.finaid.rutgers.edu/helpspot/sar/index.php?pg=request> about your refund. They will work with you on your options.

- **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? (Revised Answer 8/19)**
  - The SEVIS fee of \$250 has been removed from your term bill.
  - The Student Healthcare Plan (insurance) of \$942 may still appear on your term bill. If you still see the charge by August 21, email [rose@global.rutgers.edu](mailto:rose@global.rutgers.edu).
  - Meal Plan charge has been removed as of 8/19/2020.
  - Ru Express debit charge has been removed as of 8/19/2020.
  
- **Can I waive the PIRG fee for \$11.20? (Revised Answer 8/11)**
  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

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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? (Question and answer revised on 8/19)**
  1. **YES.** Go to <https://studentabc.rutgers.edu/sites/default/files/New%20Brunswick%20Undergraduate%20%284%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 \$500 Rose program deposit, how will that be applied to my term bill? (Revised Answer 8/11)**

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-September.

  - 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 \$15,667.45.
  - 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 a 'help' icon. The text below the section reads: '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.' There are four checkboxes: 1. 'I am receiving additional financial aid this semester which is not on the statement.' (unchecked), 2. 'I do not wish to contribute to NJPIRG, and my payment has been reduced by the NJPIRG fee in the Payment Adjustments box, below.' (checked), 3. '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.' (unchecked), and 4. 'I will receive a payment from a third party (external scholarship or company billing).' (unchecked). Below these is a link: 'For more information, please visit the NJPIRG website.' The 'Adjust Principal Payment Amount' section shows a 'Total Balance' of 16167.45 and a 'Principal Payment' of 16167.45. The right screenshot shows the 'Principal Payment' manually reduced to 15667.45. Both screenshots have a 'Verify Payment Adjustments' button at the bottom.

- **I paid the \$800 Rose housing deposit, how will that be applied to my term bill? (Revised Answer 8/11)**
  - If you are participating in the Beijing or Guangzhou location, then the deposit will be subtracted from the total amount you will owe to the hotel. Further information about this will be emailed to you.
  - If you are participating in the Shanghai location, the deposit will be posted to your term bill as a mid-September payment. Please remember to manually subtract the \$800 from your term bill before you submit the payment.
    - Follow the instructions from the program deposit, and now instead of reducing it by \$500, reduce the total by \$1,300 (the \$500 & \$800 deposits).
- **If I do not pay the full total balance, then there will be a balance left, is that okay? (New question 8/19)**

Yes! You should have either a \$500 or \$1,300 balance left on your term bill. When the deposit(s) are processed to your account, then the balance will be zero. We will make sure it is processed correctly, starting at the beginning of September.

- **Why do I have a housing charge on my term bill? (New question 8/19)**

If you are participating in the Shanghai program and selected on-campus housing, then the housing charge has been placed on your Rutgers term bill.

If you had already paid the term bill before the charge was applied, you need to submit another payment. REMEMBER to reduce the total balance by the deposit that has not been processed by our office yet.

- **I paid a \$200 housing deposit to Rutgers before I switched to the Rose program, when will I get that money back? (New question 8/19)**

Rutgers Student Accounting has applied the \$200 credit to your term bill as of August 18. It will appear on the side of the charge as Housing \$200.00CR. CR means credit.

If you applied for Shanghai housing and paid the deposit, then when you see the housing charge includes the \$200 credit. For example, if you selected double, then it will appear as Housing for \$4,300 since the original charge is \$4,500.

- **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? (Revised 8/18)**

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 mid-September.

- **I have additional questions not listed here, who should I contact? (New question 8/19)**

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 ‘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 August 26 to September 16th.**

- **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.

The screenshot shows a red header with the Rutgers logo and the text 'ACTION REQUIRED'. Below the header, it states: 'You are required to take action on the following item(s) before you can proceed to any services that require your Rutgers credentials'. The main heading is 'RU HERE: COURSE ATTENDANCE'. The text reads: 'You are registered for the fall 2018 semester. Please confirm your enrollment below'. There are two options: 'I confirm my attendance for the fall 2018 semester.' with a 'Yes, I am attending' button, and 'I will not attend the fall 2018 semester and understand that I must complete the formal withdrawal process.' with a 'No, I am not attending' button. A red arrow points to the 'Yes, I am attending' button. At the bottom, there are links to campus web sites and help desks.

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.

The screenshot shows a red header with the Rutgers logo and the text 'Welcome Student Test' on the right. Below the header, it states: 'ACTION REQUIRED'. Below that, it says: 'You are required to take action on the following item(s) before you can proceed to any services that require your Rutgers credentials'. The heading is 'FINANCIAL RESPONSIBILITY STATEMENT(FRS)'. The text reads: '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)'. There is an 'Agree' button highlighted with a red box and a red arrow pointing to it.

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.

The screenshot shows a red header with the Rutgers logo. Below the header, a green box contains the text: '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'. At the bottom, there are links to campus web sites and help desks, and the Rutgers logo.