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

● When will term bills be released?
  When Rutgers starts to register you for classes, then you will receive an email from Rutgers when your term bill is accessible. You can then access your Fall 2020 term bill at https://finservices.rutgers.edu/otb/.

● When are term bills due?
  The due date for your term bill can be found online when you log in to view your term bill. However, do not pay for your bill until you receive an email or hear from us since your term bill is not ready yet.

● 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 and the Student Healthcare Plan (insurance).

● Can I waive the PIRG fee for $11.20?
  Yes!
  1. 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.

● Why am I being billed this amount for tuition?
  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?
  ■ 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. So for example, if your term bill is $17,370.65 then you would pay $16,870.65.
  ■ When the deposit has been posted, it will appear as a payment on your term bill by mid-September.

● I paid the $800 Rose housing deposit, how will that be applied to my term bill?
  ■ 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, then the deposit will reflect on your term bill as a payment in mid-September. Please remember to manually subtract the $800 from your term bill before you submit the payment.

● I originally applied for ROSE housing but withdrew from the housing after the date that would be completely 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, then the housing penalty will be processed by Rutgers Student Accounting. The housing penalty will be placed on your term bill as charged by mid-September.

● I already paid the entire term bill, so, how can I get the money back for the deposits and/or for the other fees that will be removed?
  ■ Once the deposits and/or the fees are removed from your term bill, Rutgers will issue a refund starting on September 3. If you have questions about this process, please complete this form to Rutgers Student Accounting at 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.
  *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.