

AUGSBURG UNIVERSITY

Third Party Payment/Billing FAQ for Students

1. What is a third party billing authorization?

A billing authorization is a document your outside agency uses to commit to paying all or a portion of your educational costs. The authorization states the dollar amount they will pay, for what semester, and what items specifically their payment will cover.

The student and the outside agency are responsible for ensuring the authorization is received by Student Financial Services BEFORE the first day of the term.

2. If my third party has said they would pay for all or a portion of my books and supplies, who do I submit my bookstore receipts to?

If your third party agency has stated that they will pay all or a portion of your books and supplies, ALL receipts must be turned into Student Financial Services before the tenth day of the term. Receipts must be included when we bill the third party or they will not reimburse the student for the charges.

3. When are any charges NOT covered by the third party due to Augsburg?

It is the student's responsibility to pay for all charges not covered by the third party. These payments are due by the first day of the term. These charges may be covered by finalized financial aid or by an out-of-pocket payment. Any charges NOT covered by the third party that go unpaid will be subject to finance charges.

4. I looked at my bill/student account and I don't see my third party funding. What do I do?

When Student Financial Services receives an authorization, we will email you a revised award letter showing the pending outside funding. Pending funds are not ACTUAL funds; pending funds notify you that we have received the authorization and are expecting payment from the third party. If you do not see pending funds, we have not received the authorization, so you may want to contact your third party agency.

When we receive the actual funds, we will replace the pending funds on your award letter with the actual funds and will send you a revised award letter.

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5. When do you actually send the bill to my third party?

We send billing invoices to third parties we have received authorizations from AFTER the last day to drop or add a course. Enrollment (and resulting charges) are not official until after this day. Please visit the Office of the Registrar's webpage to determine this date for a given term at <http://www.augsburg.edu/registrar/> (under "Calendars and Forms").

6. I'm planning on getting a credit refund from the funds I'll be receiving from my third party; when can I expect to see that in my account?

The time it takes for Augsburg University to receive your third party's payment varies among the different outside agencies. Some third parties will send payment within three weeks of receiving the bill, others may take longer. Augsburg University cannot control how quickly the money comes in. Most students will receive a refund check within ten days of Augsburg receiving the funds.

7. Do you send grades or other academic information to the third party?

The relationship between Augsburg University and the third party agency involves billing and payment related information only. If you would like to provide your third party with additional information, please complete an itemized statement request form (found under the "forms" section of our webpage).