



## Third Party Payment and 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 for 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 ideally BEFORE the first day of the term, no later than the 10<sup>th</sup> day of 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 submitted to Student Financial Services before the tenth day of the term. You can scan and email receipts to [studentfinances@augsborg.edu](mailto:studentfinances@augsborg.edu), or submit them in-person at the Enrollment Center.

Please Note: Receipts must be included when we bill the third party or they likely will not submit payment for books and supplies purchases.

#### 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 and/or late payment fees.

#### 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, in some cases, 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, but those funds have not been submitted and are not guaranteed. If you do not see pending funds, feel free to contact your third party agency to confirm how much in funding they have authorized.

When we receive the actual funds from your third party, we will add the funds to your award package, will send you a revised award letter, and will disburse the third party payment to your student account.

**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 for the term. Enrollment (and resulting charges) are not official until after this day, the 10<sup>th</sup> day of term. 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"). Invoices will be issued to third parties within 2 weeks after the 10<sup>th</sup> day of term.

**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 one to 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 payment from your third party agency.

**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, [www.augsburg.edu/studentfinancial](http://www.augsburg.edu/studentfinancial) ).

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