

Bill Payment

Office of Student Financial Services

617.373.2270

617.373.8735 (fax)

Student Financial Services Inquiry Form (https://northeastern.service-now.com/sfs/?id=sfs_ask_a_question&sys_id=dfb56efd8731f15011b72fc5dabb35a8)

Full payment of tuition and other related charges is due prior to the start of the term as specified on the original bill. For questions related to overload charges, the billing process, late fees, payment methods, tuition payment plan, and refunds, contact us at the above phone and email address.

E-Bill

Tuition bills are only generated electronically and are available via the Student Hub (<https://me.northeastern.edu>). Paper bills are not generated. For additional information regarding the e-bill, please visit the Billing & Payments Frequently Asked Questions webpage (<https://studentfinance.northeastern.edu/billing-payments/billing-faq/>).

Payment of Tuition

Payments will be accepted for billed charges only. The Northeastern University is not able to process payments for more than the balance due on the student's account. Please note, a past-due balance may result in late fees, prevention of registration, prevention of participation in global study programs, or withdrawal from the university.

Accepted methods of payment are:

- **Electronic check and credit card:** Electronic check payments can be made online via NUPay on the Student Hub. Credit card payments can be made via the CIBC link on the Student Hub. Visa and Mastercard are accepted.
- **International payments using Flywire:** Northeastern has partnered with Flywire to streamline the international wire payment process to the university. This service provides students and their families a safe, cost-effective, and convenient method of making payments to Northeastern in foreign currencies. To learn more about international payments through Flywire, visit the Student Financial Services website (<https://studentfinance.northeastern.edu/billing-payments/payment-methods/>).
- **Monthly payment plan:** The monthly payment plan, administered through Flywire, allows students to divide costs into more manageable installments. For additional information, visit the Student Financial Services website (<https://studentfinance.northeastern.edu/billing-payments/financing-options/>).
- **Supplemental loans:** There are a number of supplemental educational loan programs available to assist students and families in financing their education. Review options at the Student Financial Services website (<https://studentfinance.northeastern.edu/billing-payments/financing-options/>).

For additional information regarding available payment and financing options, visit the Student Financial Services website (<https://studentfinance.northeastern.edu/billing-payments/>).

Student Financial Responsibility Agreement

As compelled by federal law, all students who enroll in classes at Northeastern are required to complete and accept the Student Financial Responsibility Agreement (<https://studentfinance.northeastern.edu/billing-payments/sfra/>). This agreement must be completed once per academic year and is located on the Student Hub. Failure to complete the SFRA will result in a hold that prevents attendance.

Northeastern's Monthly Payment Plan

Northeastern offers a monthly payment plan, administered through Flywire, which allows students to divide their educational costs into smaller, more manageable installments. For additional information, visit the Student Financial Services website (<https://studentfinance.northeastern.edu/billing-payments/financing-options/>).

Tuition Reimbursement

Many companies, embassies, and agencies directly reimburse students for their educational expenses upon successful completion of courses. In these situations, the student is responsible for paying the bill in full at the beginning of the term or selecting another payment option. Tuition may not be left unpaid pending reimbursement by a third party. Check with your human resources department to see if you qualify.

If your company requires an official transcript to process the tuition reimbursement, you may request your transcript (<https://registrar.northeastern.edu/article/transcript-requests/>) through the Office of the University Registrar. Transcripts should be requested prior to the due date on your initial billing statement. Should there be a balance due on your account after the due date, your account may be subject to holds.

Tuition Remission/Third-Party Payer

When a third party pays tuition directly to the university, the student must provide the Office of Student Accounts with a purchase order, or a written statement of intent to pay by the third party, prior to the first week of classes. If there are stipulations associated with the payment agreement, such as a minimum grade level, then the student must either pay the university directly or enroll in one of the payment options.

Documents pertaining to a third-party agreement can be emailed to thirdparty@northeastern.edu, faxed to 617.373.8735, or mailed to the address below:

Student Financial Services
Northeastern University
ATTN: Third-Party Billing
354 Richards Hall
360 Huntington Ave
Boston, MA 02115

VA Education Benefits

In accordance with Title 38 USC 3679 (e), covered individuals utilizing Chapter 31 or Chapter 33 education benefits at Northeastern University will not have any penalty imposed on their account nor will they be required to take out additional funding due to pending or late payments from the Department of Veterans Affairs as long as the Dolce Center for the Advancement of Veterans and Servicemembers has a current Certificate of Eligibility or VRE Authorization on file AND a Request for VA Benefit Certification is submitted through the Student Hub (<https://me.northeastern.edu>) portal.

COEs must be submitted before the start of the student's first term but do not need to be resubmitted unless entitlement information changes. Students are also required to complete the Request for VA Benefit Certification form through the Student Hub (<https://me.northeastern.edu>) portal before the start of each term they wish to use VA benefits. Students may have a hold placed on the account if there is an outstanding balance after payment from the VA is received by Northeastern.

Discrepancies in Your Bill

Discrepancies in your bill should be addressed in writing via the Student Financial Services Inquiry form (https://northeastern.service-now.com/sfs/?id=sfs_ask_a_question&sys_id=dfb56efd8731f15011b72fc5dabb35a8). Include your name, Northeastern ID, permanent home billing address, Northeastern email address, dollar amount in question, date of invoice, and any other relevant information.

Responses will be sent to the student's Northeastern email address. If there is a discrepancy in your bill, pay the undisputed part of the bill to avoid responsibility for any late fees or financial holds.

Late Fees

Northeastern has implemented a new policy regarding late fees. If the balance on a student's account remains unpaid, 30 days after the initial bill due date the university will impose a late fee of \$150 on the student's account. If the student's account balance remains unpaid after the initial late fee is assessed, the university will impose an additional 1% late charge once a month, until the balance is paid.

If a student or payer wishes to dispute a late fee assessment, they may review and submit the Late Fee Removal Request form (https://service.northeastern.edu/sfs/?id=sc_cat_item&sys_id=af129a76dba03c10fab7440805961938&sysparm_category=d5e02da3db2f9010e783f3671d96195f).

Refund Policies

To be eligible for a refund, a student must drop their course(s) before the course drop deadline. There is no partial tuition refund or credit. Once the course drop date passes, the student is responsible for 100% of tuition and associated charges. Refer to the academic calendar (<https://registrar.northeastern.edu/group/calendar/>) for course registration dates. Credit balances will be refunded to the student unless otherwise directed by the student or the bill payer. Note the following exceptions:

- **Payment plans, Parent PLUS Loans, and supplemental loans:** Credit balances created from Parent PLUS Loans, supplemental loans, or overpayment to the monthly payment plan will be refunded to the bill payer on record unless a completed Refund Authorization form (<https://studentfinance.northeastern.edu/forms/>), stating that funds may be released directly to the student, is received from that borrower. Please note that anticipated credits are funds that have not been received by the university and, therefore, cannot be refunded.
- **International payments:** Credit balances created from an international payment must be returned to the originating bank by the payment method used.
- **Credit cards:** Credit balances created from an overpayment with a credit card must be returned to the credit card used at the time of payment.

Official Withdrawal Adjustments

Students who officially withdraw, either from a course or from the university, during an academic term will receive a tuition refund based on the policy specified in this catalog. Institutional funds awarded by Northeastern will be adjusted based on the actual charges incurred during the term. Funds from federal Title IV programs will be returned to the government according to federal regulations. The federal government Return of Funds Policy

dictates that a student's eligibility for federal financial aid is determined by the number of days enrolled during the term. The refund will be calculated from the day the student submits a notification of withdrawal to the Office of the University Registrar.

Credit policies vary according to the duration of the course. Typical tuition adjustments are made according to the schedule described below.

Fifteen-Week and Seven-Week Courses

The College of Professional Studies will permit students to drop a 15-week and 7-week course within 14 days from the start of the term in Eastern Standard Time and receive a 100% refund. After the 14th day of the term, any student seeking to withdraw from a 15-week or 7-week course will be ineligible for a refund. Should a student decide to withdraw from a course, they are expected to do so via the Student Hub. For specific dates in each term, refer to the academic calendar (<https://registrar.northeastern.edu/group/calendar/>).

Students who experience difficulty adding, dropping, or withdrawing from a course should promptly email (registrar@northeastern.edu) the Office of the University Registrar. If it is determined that there is an issue with Student Hub access, they need to contact the Service Desk at the following:

617.373.4357 (HELP)

help@northeastern.edu

Information Technology Services (<https://its.northeastern.edu/>)

Students with holds (e.g., financial, judicial) may have restricted access to add, drop, or withdraw from a course. In such instances, students are responsible for resolving the hold immediately and to meet the established course registration deadlines.

Courses Meeting for One Week or Less

With the exception of Education Summer Institutes and one-day courses, the College of Professional Studies will permit students to drop a course meeting for one week or less through the first day of the course in Eastern Standard Time and receive a 100% refund. After the first day of the course, any student seeking to withdraw from an intensive course meeting for one week or less will be ineligible for a refund.

Students who experience difficulty adding, dropping, or withdrawing from a course should promptly email (registrar@northeastern.edu) the Office of the University Registrar. If it is determined that there is an issue with Student Hub access, they need to contact the Service Desk at the following:

617.373.4357 (HELP)

help@northeastern.edu

Information Technology Services (<https://its.northeastern.edu/>)

Students with holds (e.g., financial, judicial) may have restricted access to add, drop, or withdraw from a course. In such instances, students are responsible for resolving the hold immediately and to meet the established course registration deadlines.

Note: Nonattendance does not constitute official course dropping or withdrawal. A student who registers for a course, completes the "I Am Here" process, or begins attendance and does not officially drop from the course before the deadline is responsible for paying 100% of the tuition charges and applicable fees. A student in this situation may earn an F grade that will be part of the student's permanent academic record.

Like all grades for courses attempted and/or completed, a grade earned due to nonattendance impacts a student's academic progression, an international student's visa eligibility, and a federal financial aid recipient's aid eligibility and award.