Office of Student Accounts
Orientation
Susan Kirwan, Director
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Office of Student Accounts

Responsible for student account billing and disbursement (payment) of student financial aid and scholarships.

- Location: Raymond Hall on the 4th floor

- Webpage: [http://www.potsdam.edu/offices/studentaccounts](http://www.potsdam.edu/offices/studentaccounts)

- E-mail address: student-accounts@potsdam.edu
Guest Access to Student Financial Information

Students must agree to let our offices to release financial information and must set up parent and guest access to bills and other financial information:

- **Consent to release student information authorization**
  - Form is available on-line, on our web page or from our office
  - Student must complete, sign and mail or drop off to either office

- **BearPAWS for Guest:**
  - Student must create account from the Main menu in BearPAWS

- **CASHNet Authorized Payer:**
  - Student must sign into CASHNet through the eBill link in BearPAWS
  - Once in CASHNet, go to Authorized User and click “Add New”

- **Only Students can manage these authorizations and accounts**
Semester Bills

Fall:
- Issued Mid July
- Due 8/15

Spring:
- Issued Mid December
- Due 1/15
Billing Statements

Billing Statement links in BearPAWS:

- **eBill** - This link takes you to your CASHNet eBill and payment portal.
  - Bills are PDF statements and static. All semester bills are saved in the portal.
  - The Dynamic Billing Statement is updated in real-time and includes deferred financial aid credits. Click on the link in the YOUR BILLS box to view your deferred balance.

- **Prior Term Dynamic Statements** - This link takes you to the on-line prior term dynamic billing statement. Any prior term changes to financial aid credits and/or billing charges can be viewed real-time in this billing statement separated by term.

- **Account Summary by Term** - This link provides a detailed list of all charges, payments and paid financial aid by semester.
Billing Statements-continued

Student Billing statements are available 24/7 and only on-line:

- A notification email is sent when bills are available for viewing and payment to:
  - Student’s SUNY Potsdam email account
  - CASHNet Authorized Users

- Past due bills are run Monthly on the 15th:
  - All Services Hold is applied to all accounts with balances
  - Late fees are assessed to accounts with charges over 30 days old

- Balances not paid by the end of the semester will be forwarded to the New York State Attorney General’s Office for collection.
Optional Fees

Undergraduate Alumni Fee and Springfest Endowment Gift are optional and can be declined in BearPAWS in the Student Services & Financial Aid menu under Student Records:

- When declined, the dynamic billing statement will recalculate upon clicking submit.
- Fees must be declined within 30 days from the first day of classes or the student will be financially liable for them.
Payment Options

Students can pay their bill on-line, by mail or in person using these options:

- **Cash**
  - In person only

- **Check**
  - Payable to SUNY Potsdam in U.S. dollars only

- **ACH/MasterCard/Visa/Discover/AMEX**
  - Processed by on-line in CASHNet, no service fee

- **Semester Payment Plan with Tuition Management Systems (TMS)**
  - Application information on our web page
Refunds

When payments or disbursement of financial aid causes an overpayment, the credit balance is refunded to the student.

- Refunds are managed by our partner HigherOne
- Students must select a refund preference when they receive their Potsdam Debit Card:
  - OneAccount on-line checking account with HigherOne
  - Direct deposit to another bank
  - Paper check
Refund Information

Student will receive their Potsdam Debit Card in mid August. For more information review the Orientation handouts and visit our HigherOne webpage:

http://www.PotsdamDebitCard.com/
Tuition Insurance Plan
Partnership with SallieMae

Don’t take a chance with your education. Protect yourself with Tuition Refund Insurance and the Student Protection Plan.

- Tuition Refund Insurance helps reimburse the following expenses if you can’t complete classes due to an illness or injury
  - Tuition
  - Room and Board
  - Books and other academic expenses
- Annual cost starting at $110.00
- Must purchase by the first day of classes

http://www.gradguard.com/Insurance
Questions?