

PAYMENT INSTRUCTIONS

Preferred means for payment of bills. Yale's free eBill-ePay system is the preferred means for payment of bills. It can be found at student-accounts.yale.edu/ebep. Payments are immediately posted to your account. All bills must be paid in U.S. currency. Checks should be payable in U.S. dollars drawn on a U.S. bank. Please do not remit post-dated checks. Yale will credit any payment made payable to **Yale University** received through the mail (addressed to Yale University, PO Box 208232, New Haven, CT 06520-8232) or in person or by **overnight mail** delivered to Yale University, Cashier's Office, 246 Church St., New Haven, CT 06510 before 4:00 pm on the day we receive it if the following conditions are met. The payment must be accompanied by a completed remittance advice. Please **write the account number** on the front of the check and **the amount paid** where indicated on the remittance advice. Please mail at least **SEVEN** business days prior to the due date. Yale does not accept credit card payments. Please send any correspondence regarding this account to the Billing Office address shown below under **General Information**.

SCHOOL TELEPHONE NUMBERS

203 area code

School	Fin Aid	Registrar
Architecture	432-2291	432-2296
Art	432-2605	432-2600
Divinity	432-5026	432-5312
Drama	432-1540	432-1507
EPH	785-5417	785-6260
Forestry	432-6100	432-5136
Graduate School	432-2739	432-2330
Law	432-1688	432-1678
Management	432-5173	432-5939
Medicine	785-2645	785-2644
Music	432-4151	432-4151
Nursing	785-5854	737-6687
PA Program	785-2645	785-2860
Sacred Music	432-5180	432-5180
Yale College	432-2700	432-2330

GENERAL INFORMATION

LATE PAYMENT FEES.

Late payment fees are applicable to student term bills only. To avoid late payment fees, the amount due must be received by Yale by 4 p.m. ET on the date indicated on the bill. Late payment fees of up to \$375 per semester are assessed on student accounts. If payment is not received by the due date of the first bill of the semester, the fee is \$125. An additional \$125 is charged each 30 days thereafter up to a total of \$375. If the University finds it necessary to engage the services of a collection agency and/or legal counsel to collect any unpaid amounts due, you will then also be responsible for payment of all costs of collection.

PREVIOUS BILLED BALANCE.

This balance is the sum of all transactions (charges and credits) that have been billed previously.

CURRENT CHARGES.

These are charges that were posted after the last account statement was produced. A negative sign before a charge transaction indicates a credit.

CURRENT PAYMENTS.

These are payments that were posted after the last account statement was produced. Payments include cash, checks and other credits including disbursed financial aid.

ANTICIPATED FINANCIAL AID CREDITS include:

- Approved credits that have not been disbursed. Disbursement will automatically occur on predetermined future dates. Following disbursement, the aid will appear on the account statement in the **CURRENT PAYMENTS** section.
- Credits that have not been authorized for payment due to outstanding processing requirements. Once authorized, these credits will appear on the account statement in the **CURRENT PAYMENTS** section.
- Loan amounts that are applicable to a future term. These credits will appear in the **CURRENT PAYMENTS** section of the account statement of the appropriate date.
- Certain financial aid expected to be received from sources unrelated to Yale. When the funds are received, these credits will appear in the **CURRENT PAYMENTS** section.

It is possible that all the anticipated credits will not be realized. Such unrealized credits would then be included in both the **PREVIOUS BILLED BALANCE** and the **AMOUNT DUE**.

AMOUNT DUE.

This is the total currently due and is the difference between the sum of all charges and the sum of all credits. A "CR" following this amount indicates a credit balance. If your account has a credit balance and you participate in the Yale Payment Plan (YPP), the credit may not be refunded until you have paid your YPP contract in full. Please contact Student Financial Services for details.

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BILLING OFFICE.

Account statements are prepared by Student Financial Services, P.O. Box 208232, 246 Church Street, New Haven, CT 06520-8232. You can contact the office by telephone at (203) 432-2700, by fax at (203) 432-7557 or at student-accounts.yale.edu/contact.

REFUNDS.

Refunds must be requested on the Student Information Systems web site at <https://sfas.yale.edu/sis>. Log in to the *Main Menu*, select *Billing and Student Accounts* and then *Refund Request from Student Account*.

All Yale Bookstore transactions shown on this statement take place at 77 Broadway, New Haven, CT 06511.

BILLING RIGHTS SUMMARY

In Case of Errors or Questions About Your Bill

If you think your bill is wrong, or if you need more information about a transaction on your bill, write us on a separate sheet at Yale University, P.O. Box 208232, New Haven, CT 06520-8232 as soon as possible. We must hear from you no later than 60 days after we sent you the first bill on which the error or problem appeared. You can telephone us, but doing so will not preserve your rights.

In your letter, give us the following information:

- Your name and account number.
- The dollar amount of the suspected error.
- Describe the error and explain, if you can, why you believe there is an error. If you need more information, describe the item you are unsure about.

You do not have to pay any amount in question while we are investigating, but you are still obligated to pay the parts of your bill that are not in question. While we investigate your question, we cannot report you as delinquent or take any action to collect the amount you question.

Special Rule for ID Card Purchases

If you have a problem with the quality of goods or services that you purchased with your student ID card and you have tried in good faith to correct the problem with the Yale Bookstore or us, you may not have to pay the remaining amount due on the goods or services. You have this protection only when the purchase price was more than \$50 and the purchase was made at Yale or the Yale Bookstore which must be at that time within 100 miles of your current mailing address. (These limitations do not apply if we mailed you the advertisement for the property or services.)

ACCOUNT INQUIRIES

Please contact originating departments to discuss items on your bill that require clarification or adjustment. The area code is 203.

ITEM	DEPARTMENT	TELEPHONE
ASA Charges	Associated Student Agencies	432-1888
Dining Services	Dining Hall Accounting	432-0420
Financial Aid	Financial Aid Officer	See School Telephone Numbers
Health Care Charges	Yale Health	432-0246
Housing Undergraduate	Registrar	432-2330
Housing Graduate/Prof	Dormitories/Apartments	432-2167
YPPS Services	YPPS Services	432-6560
Late Payment Fees	Student Financial Services	432-2700
Summer Charges	Summer and Special Programs	432-2430
Tuition Charges	Registrar	See School Telephone Numbers
Bookstore Charges	Yale Bookstore	777-8440
Other	Student Financial Services	432-2700