

Billing and Payment Frequently Asked Questions

[What is the USD Office of Student Financial Services \(SFS\)?](#)

The SFS Office is responsible for administering a variety of cashier, billing and collection functions, including processing fee payments, establishing payment plans, disbursing student and parent refunds, processing campus based loan contracts, and counseling students regarding general financial matters.

[What is a Student Account?](#)

A student account is a record of your costs to attend USD. It is used to charge your student fees such as tuition, student body fees, room and board, and some approved miscellaneous fees. Your financial aid and any payments made will also be applied to your student account.

[Will I receive a bill?](#)

Billing statements are produced on a monthly basis for any student with an outstanding balance or account activity (even if you have a \$0 balance or a credit). You will receive an e-mail via your USD e-mail address when a new electronic billing statement is available. USD students may access their most recent billing activity, including total amount due and payment options, at any time by logging into the USD MySanDiego Portal, under the Torero Hub tab select "My Student Account" page, click on "My Online Student Account" under the My Student Account section. Here you can review account balances and billing statements.

[Will my parents receive a bill?](#)

You may provide your parent(s) or other third parties with access to your online billing information by logging into the USD MySanDiego Portal, go to the FERPA page under Torero Hub, click on Add Authorized User and enter parent information. Click on "Expand" next to Authorized user's Name and complete the "Profile" and "Authorization" tabs. This authorization satisfies the FERPA (Family Education Rights and Privacy Act of 1974) requirement that allows USD representatives to discuss billing information with authorized users. We recommend you grant online access to any individual who may be remitting payment on your behalf, and encourage you to review your online student account on a regular basis to ensure compliance with USD payment policies and deadlines.

Payment must be received, *not postmarked*, by the close of business on the payment deadline date. Failure to make acceptable payment arrangements or failure to appropriately defer payment based on certified USD financial aid prior to these deadlines may result in the assessment of a .833% monthly interest late payment fee,

cancellation of current course enrollment, and the denial of transcript release, diploma release, and future course enrollment privileges.

It is important to note that fees associated with any schedule adjustment made prior to the tuition payment deadline are due on the published deadline, whether or not a billing statement has been received. If you make a schedule adjustment or incur other charges after the initial billing period, you should verify your new account balance via the USD MySanDiego Portal and inform the responsible billing party of the change. Fees associated with schedule adjustments made after the published payment deadline must be paid in a timely manner to avoid the assessment of a .833% monthly interest late payment fee.

What shall I do if my account balance appears to be wrong?

Contact the One Stop Student Center immediately. We may need to adjust your account or contact the proper office for further assistance.

How can I pay?

We offer several payment methods to assist you. For your convenience, we recommend using the online web payment option to pay via electronic check (<https://my.sandiego.edu/>). Please note that there is **no charge** for the electronic check option; funds may be accessed through your non-investment checking or savings account. If you prefer to mail payment via personal or certified check, please make the check payable to USD and mail to University of San Diego, Attn: Cashier's Office, 5998 Alcalá Park, San Diego, CA 92110-2492. Always include your USD ID number on any payment or other correspondence. Visit our [How To Pay web page](#) for a complete listing of payment options.

What if my payment is not received by the published deadline date?

In order to avoid the assessment of a .833% monthly interest late payment fee on the outstanding balance, payment **must be received** on or before the published payment deadline. Remember, payment must be received, *not postmarked*, by the close of business on the published payment deadline date. To ensure that payment is received prior to the deadline, we recommend paying online via electronic check.

Why was I assessed a \$150 late registration fee?

Any student on a payment plan who has paid after the 1st of each month or missed their payment due date each month will be assessed a \$150 late registration fee.

Where can I get information regarding other charges?

- Room Charges – Contact the Residential Life Office at (619) 260-4777 (housing@sandiego.edu)
- Meal Plan Charges – Contact the Campus Card Services Office at (619) 260-5999 (campuscard@sandiego.edu)
- Campus Cash – Contact Campus Card Services Office at (619) 260-5999 (campuscard@sandiego.edu)
- Health Center Charges – Contact the Student Health Center at (619) 260-4655 (usdhealthcenter@sandiego.edu)
- Parking Fines – Contact Parking Services at (619) 260-4518 (parking@sandiego.edu)
- Library Fines
 - Copley Library at (619) 260-2369 (Copley@sandiego.edu)
 - Pardee Legal Research Center at (619) 260-4542 (lrcrefer@sandiego.edu)

Will I be allowed to register for the next semester if my bill is not paid in full?

No. Students are not permitted to register for the next semester until their previous account balance has been paid in full.

Why is the amount of my bill different from my friend/roommate's bill?

It can be confusing to compare your billing statement to that of your friend or roommate. Each student's bill may be different depending on a variety of factors, including the number of registered hours, meal plan option selected, residence hall choice, and financial aid award. If you have a question concerning your bill, the SFS Office or One Stop Student Center staff will be happy to assist you. Please contact us at (619) 260-2700 for assistance or email onestop@sandiego.edu.

What if I am expecting a tuition overpayment refund?

We understand that you will be facing many expenses when you arrive at USD; therefore, we process refunds as quickly as possible.

Refunds for a term will generally be processed around 10 days to the start date of your courses for that term. A refund also cannot be processed until there is an ending credit balance on the student account. Visit our [Refund](#) page for more information.

Beginning January 2, 2009, all refund checks issued from your student account will be sent via direct deposit or by U.S. mail. Signing up for direct deposit allows USD to electronically transfer your credit to your personal checking or savings account. This service is faster, safer and a more convenient way to receive refunds! Sign up for direct deposit today via the My Online Student Account on your My San Diego Portal. If you would like to receive your check by mail, it will be sent to your mailing address on file.

Please make sure your address is updated. You can do this online through the My San Diego portal under The My Torero Services page. E-mail messages are sent to your e-mail account each time a credit is issued.

Note: With the exception of Parent/PLUS loans*, any credit balance will be refunded to the student regardless of who remitted the payment to the student account (e.g., parent, grandparent). *If a Parent/PLUS Loan overpays a student's account, the refund check will be issued in the PLUS Loan borrower's name unless that borrower requests otherwise. Please fax these requests to Student Accounts at (619) 260-4126 and include a copy of the borrower's photo ID.

If my parent calls your office and asks about my account/bill, what information will USD release?

FERPA prohibits the release of any information concerning a student other than the student's name, address, phone number, graduation date, degree(s) awarded and major to anyone, **including a parent**. *At the university level, parents have no inherent rights to access or inspect their son or daughter's education records*, unless the student is a dependent as defined in section 152 of the Internal Revenue Code of 1986. Student account statistics (e.g., charges, payments, etc.) can only be disseminated to the student, regardless of who has remitted payment for that account (e.g., parent or grandparent), unless the student has filed a "USD Student Information Release" (FERPA) Authorization by logging into the MySanDiego portal. This authorization remains in effect until rescinded by the student. **Please visit** <https://www.sandiego.edu/one-stop/student-records/ferpa/> for more complete information concerning FERPA policies.