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# Your Student Account and E-Bill

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2009-10

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## Introduction

As you prepare for the upcoming term, this guide will help you understand your student account, how and when you will be billed, and how you can settle any balances. Payment is due in full on each due date unless you have enrolled in a payment plan. To learn more about payment plans, visit the Student Financial Services website at [www.columbia.edu/cu/sfs](http://www.columbia.edu/cu/sfs), select "Billing and Payments," select "Payment Options," and then select "Payment Plan."

## Student Services Online (SSOL)

Student Services Online (<https://ssol.columbia.edu>) is the online transaction tool for students. In SSOL, you can manage your personal and academic information, register for classes, sign up for Dining Dollars or a Flex Account, enroll in text message notification, request direct deposit of a refund or stipend, view the balance on your student account, view and pay your E-Bill, view your financial aid award, and more.

## We're Here to Help

### Morningside Campus

Student Service Center  
205 Kent Hall  
212-854-4400

### Medical Center

Student Administrative Services  
1-141 Black Building  
212-342-4790

### Student Financial Services

[www.columbia.edu/cu/sfs](http://www.columbia.edu/cu/sfs)

### University Registrar

[www.columbia.edu/cu/registrar](http://www.columbia.edu/cu/registrar)


Visit [AskUs](#), the online Q&A tool for Student Services: <https://askus.columbia.edu>

# Know What You Owe: Navigating Your Student Account and Your E-Bill

Your bill includes fees and charges for tuition, Student Life, Housing, Dining, Health Services, additional printing, and more. From the Accounts page in SSOL, you can view and manage your student account and your E-Bill.

*Log-in to SSOL and select "Account Detail and E-Billing."*

- 1 There are 12 "bill due" dates each year. You will receive an email notification at your Columbia email address stating whether you have a balance on your account. Payment is due in full on the 1st bill due date unless you have enrolled in a payment plan.
- 2 Select "View E-Bill" to view what you owe on the next due date. Your E-Bill, which reflects your Student Account Statement, is a monthly snapshot of the charges and credits posted to your student account as of the statement date. Statements are not updated to reflect changes to your student account between billing cycles.
- 3 Select "View Student Account Detail" to keep informed about your charges. This is updated daily with any charges or credits to your account.



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## STUDENT SERVICES ONLINE

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ACCOUNTS

**Account for tt104**  
Account  
Refund

**Financial Aid for tt104**  
Award Letter  
Doc Tracking  
Loan History  
Work Study

**Class Data**  
Exam List

**Miscellaneous**  
Person Search

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**Viewing Options**

**Student ID (UNI or PID)**  Update View

**Student Name**

Identifiers		Spring 2009 Registration	
Email:	tt104@columbia.edu	Standing:	UNDERGRADUATE 1ST YEAR
UNI:	tt104	School:	COLUMBIA COLLEGE
PID:	C000787514	Affiliation:	UNDECIDED

**E-Bill Information**

<p>The Statement Balance reflects the total of all charges and credits posted on your E-Bill as of December 12, 2008.</p> <p>The Payment Due is the current balance payable to the University. <b>This balance must be paid by January 29, 2009 to avoid late payment charges.</b></p>	<p>Statement Date: December 12, 2008</p> <p>Statement Balance: <a href="#">Click View E-Bill</a></p> <p><b>1 Due Date: January 29, 2009</b></p> <p>Payment Due: <a href="#">Click View E-Bill</a></p>
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**2 [View E-Bill and Pay by E-Check](#)**  
[Wire Transfer Instructions](#)  
[Other Payment Options](#)

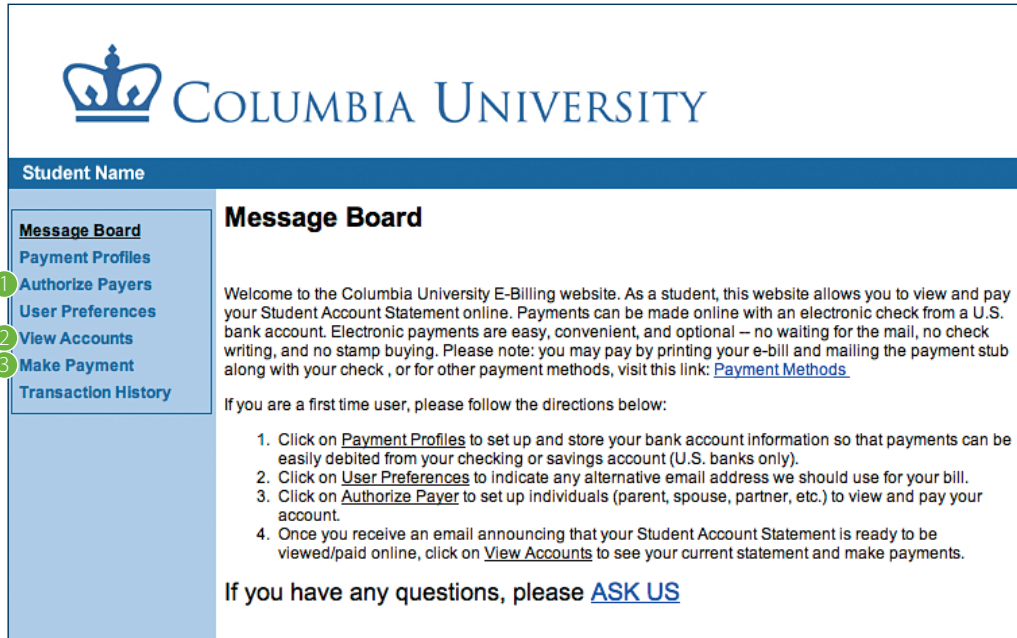
**Current Account Activity**

The link below is your most up-to-date account balance, which reflects all the charges and credits made to your account as of Apr. 24, 2009, 02:51:00. **This account balance may include charges not yet due in this billing period.**

**3 [View Student Account Detail](#)**

## Paying Your E-Bill

The first Student Account Statement you receive will list anticipated charges and credits for the upcoming term. The E-Billing system allows for quick, simple, online access to your Student Account Statement and is secure and easy to use. It also permits you to authorize other interested parties to view your Student Account Statement online and, if desired, make payments to your account.



The screenshot shows the Columbia University E-Billing website. At the top is the Columbia University logo. Below it is a navigation bar with "Student Name" and a "Message Board" section. The "Message Board" contains a welcome message and instructions for new users. A sidebar on the left lists navigation options: "Message Board", "Payment Profiles", "Authorize Payers", "User Preferences", "View Accounts", "Make Payment", and "Transaction History".

**COLUMBIA UNIVERSITY**

Student Name

**Message Board**

Welcome to the Columbia University E-Billing website. As a student, this website allows you to view and pay your Student Account Statement online. Payments can be made online with an electronic check from a U.S. bank account. Electronic payments are easy, convenient, and optional – no waiting for the mail, no check writing, and no stamp buying. Please note: you may pay by printing your e-bill and mailing the payment stub along with your check, or for other payment methods, visit this link: [Payment Methods](#).

If you are a first time user, please follow the directions below:

1. Click on [Payment Profiles](#) to set up and store your bank account information so that payments can be easily debited from your checking or savings account (U.S. banks only).
2. Click on [User Preferences](#) to indicate any alternative email address we should use for your bill.
3. Click on [Authorize Payer](#) to set up individuals (parent, spouse, partner, etc.) to view and pay your account.
4. Once you receive an email announcing that your Student Account Statement is ready to be viewed/paid online, click on [View Accounts](#) to see your current statement and make payments.

If you have any questions, please [ASK US](#)

**Message Board**

Payment Profiles

1 Authorize Payers

2 User Preferences

3 View Accounts

3 Make Payment

Transaction History

From the Accounts page in SSOL, select "View E-Bill and Pay by E-Check"

- 1 Through E-Billing, you can authorize other people to view your E-Bill and make payments to your account. This will eliminate the need to forward balance information to anyone assisting in paying for your education.
  - To authorize a payer, select "Authorize Payers." You should inform an authorized payer of the user name and temporary password you create during the authorization process and give directions to the site, <https://quikpayasp.com/columbia/tuition/authorized.do>. Upon login, the Authorized Payer will be prompted to change their password and verify their email address.
- 2 Select "View Accounts" to see your current Student Account Statement.
- 3 Pay online, in-person, by phone, or by wire.
  - To pay online, select "Make Payment."
  - To pay in-person with check, cash, or traveler's checks, visit 210 Kent Hall on the Morningside Campus or 1-141 Black Building at the Medical Center.
  - To pay by phone or wire, please call 212-854-4400 for instructions.

# Registration and Additional Services in SSOL

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## STUDENT SERVICES ONLINE

### MENU

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**Welcome Student**

\* You have a **registration** appointment right now for Fall 2009.  
Your appointment window ends at 9:30PM.  
Register for classes [here](#).

**Your Data**

- 3 Your Academic Records
- 2 [Addresses: View and Update](#)
- 1 [Holds](#)
- 1 [Registration Appointments Registration](#)
- 4 [Text Message Enrollment](#) - new

**Your Account**

- [Account Detail and E-Billing](#)
- [Automatic Refund Options](#)

**Your Columbia Card**

- 5 [Deactivate a Lost or Stolen Columbia Card](#)
- [FlexAccount and Dining Dollars](#)
- [Cardholder Transactions](#)

**Your Financial Aid**

- 6 [Award Letter](#)
- [Document Tracking](#)
- [Student Loan Entrance and Exit Interview](#)
- [Student Loan History](#) - new
- [Perkins Master Promissory Note](#)
- [Federal Work Study](#)

**Faculty Services**

- [Class List](#)
- [Exam List](#)

When you log-in to SSOL, view the list of options in the "Your Data" box.

- 1 Know when to register**  
You are assigned designated appointments during which you can register for classes. You can view your appointment times on the SSOL home screen or by selecting "Registration Appointments." You must register for at least one class during your registration period or you will be charged a late registration fee.
- 2 Clear any holds before your registration appointment**  
If you have any holds, you will not be allowed to register. Holds can be due to immunization non-compliance, a financial obligation, or an academic issue. Holds should be cleared with the department issuing the hold.

### Additional Services in SSOL

- 3** Manage your contact information.
- 4** Enroll in text message notification.
- 5** Sign up for Dining Dollars or a Flex Account.
- 6** View your financial aid award and any outstanding requirements.

## FAQs

### Understanding Your Student Account and Your E-Bill

*What is my Student Account Statement?*

Your Student Account Statement is a monthly snapshot of the charges, credits and anticipated credits to your student account as of a specific date. Statements are not updated to reflect changes to your student account between billing cycles.

*What is E-Billing? What is an E-Bill?*

E-Billing is Columbia University's official method of distributing the Student Account Statement. The Columbia E-Billing system provides quick, simple, online access to your bill. Your E-Bill reflects your Student Account Statement. Like the Student Account Statement, it is issued once a month and is not updated between billing cycles.

*What is my Student Account Detail?*

Your Student Account Detail displays your current balance and account details. This is updated daily with any charges or credits to your account. You can view your Student Account Detail in SSOL. After logging in, select "Account Detail and E-Billing," then "Student Account Detail."

*What charges can I expect to see on my E-Bill?*

Your bill includes fees and charges for tuition, Student Life, Housing, Dining, Health Services, additional printing, and more. It also reflects any credits, such as an admissions deposit or financial aid awards. To learn more about tuition and fees, please visit the Student Financial Services website at [www.columbia.edu/cu/sfs](http://www.columbia.edu/cu/sfs) and select "Tuition and Fees."

### Paying Your E-Bill

*Someone else pays my bill. Do I have to give them my UNI and password?*

No. Through E-Billing, you can authorize other people to view your E-Bill and/or make payments to your account. Authorized Payers have access to all of the E-Bill features and benefits; however, Authorized Payers can see only their own E-Check payments through the online payment history feature.

Students access the E-Billing website via SSOL, whereas Authorized Payers access the E-Billing website directly via the link provided in an email from Student Financial Services.

### *How do I set up an Authorized Payer?*

Log-in to SSOL, select "Account Detail and E-Billing," and then select "View E-Bill and Pay by E-Check." From the left navigation, select "Authorize Payer." Follow the online instructions to create a user name and temporary password for each Authorized Payer. Be sure that you inform your Authorized Payer of their temporary log-in information and give directions to the site, <https://quikpayasp.com/columbia/tuition/authorized.do>.

### *How will I know when my bill is due?*

Each time an E-Bill is generated, both you and any Authorized Payers will RECEIVE an email notifying you that the E-Bill is ready to be viewed/paid online. E-Bill notifications are sent to students' official Columbia email accounts. If you have not established your Columbia email account, you should activate your UNI (University Network ID) and set up your official email account at <http://uni.columbia.edu>.

### *How will I know if I owe anything?*

You will receive an email notification that your E-Bill is ready to be viewed if you have had new activity since the prior E-Bill or if you are carrying a credit or debit balance on your account. If you are not carrying a balance, you will not receive a notification.

### *How can I pay my bill?*

You can pay your bill online safely and securely through the E-Billing website. When you receive an email notification indicating that your bill is ready, log-in to SSOL, select "Account Detail and E-Billing," and then select "View E-Bill and Pay by E-Check." (Authorized Payers will receive an email notification with a link taking them directly to the E-Billing website.) Select "View Accounts" to see the current E-Bill, and then select "Make Payment" to pay your bill online. Alternatively, you may pay in-person with check, cash, or traveler's checks at 210 Kent Hall on the Morningside Campus or 1-141 Black Building at the Medical Center. To pay by phone or wire, please call 212-854-4400 for instructions.

To learn more about payment plans, visit [www.columbia.edu/cu/sfs](http://www.columbia.edu/cu/sfs), select "Billing and Payments," then "Payment Options," then "Payment Plan."

### *I am owed a refund. When can I expect to receive it?*

If your student account has a credit balance, you may be entitled to a refund. At the start of the academic term, refunds can take a few weeks to process. Please be prepared for a delay on the processing of your refund by arriving on campus with access to enough funds to cover at least one month of living expenses. Be sure to sign up for direct deposit in SSOL to expedite your refund.

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