



What is an Accounts Receivable Hold and Why hasn't my Financial Aid paid?

At the start of the class registration process, you must accept the University's Financial Agreement. By accepting the agreement, you acknowledge that after they register, you are responsible for the full amount due for the coursework—whether paying out of pocket or with financial aid. The University wants to avoid collection activity, outstanding balances and holds so our goal is to assist you in starting each academic year with a clean slate.

An Accounts Receivable hold - against registration and academic transcripts—takes place because tuition and fees have not been paid either for the previous or current semester. If you have an Accounts Receivable (financial) hold for a past due balance, you can either make a payment directly using NEIUport Registration Tools channel and selecting the Payment/Refund link, stop by Accounts Receivable in person to make payment arrangements or to determine if the amount/type of financial aid you currently have available (such as private loans) would allow an exception to have the hold lifted temporarily. Simply ignoring the bill will not make it go away, nor will your classes be 'dropped' due to nonpayment.. One reason financial aid recipients have Accounts Receivable holds is unofficial withdrawals for a previous semester where no grade point average was calculated. Unofficial withdrawals - as well as complete withdrawals—require the University to return Federal monies to the U.S. Department of Education for the 'unearned' portion.

In addition to a withdrawal history, there are a number of reasons your financial aid may not have yet paid. Financial aid is generally disbursed within 10 days of the start of the semester. If tuition and fees are not covered after the 10th day of classes, your account will have a \$10 deferment fee added. If after the semester, tuition and fees remain unpaid there is a \$50 late fee added to your account. The most common reasons for aid not disbursing are that your file is incomplete, Title IV Authorizations are missing, or an appeal is needed to request Minimum Standards of Academic Progress reinstatement. Whatever the reason, it can be found in your NEIUport account in Financial Aid Requirements or Financial Aid Awards or by visiting the Financial Aid Office in the D Building.

Spring Semester Payment Deadlines

- January 5, 2018 – ¼ balance
- February 1, 2018 – ¼ balance
- March 7, 2018 – ¼ balance
- April 4, 2018 – remaining balance

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Special points of interest

- Although Financial Aid and Student Payment Services are two different offices, it is necessary for them to work together closely
- When you hear 'Financial Aid Office' you are also hearing 'Financial Aid, Scholarships and Student Employment' - we are one office

Tips to Building Connections between Financial Aid & Student Accounts

- Submit the FREE Application for Federal Student Aid for the 2017-18 and 2018-2019 award year
- Submit the general online NEIU Scholarship using <https://neiu.academicworks.com>
- Apply for private scholarships using FastWeb, Scholarship Owl and MyScholly (mobile application)
- Participate in Student Employment Week April 9th-13th, 2018
- Register for Summer 2018 & Fall 2018
- Monitor NEIUport Channels for changes: 'Financial Aid Requirement' - 'Financial Aid Awards' - 'My Account' - 'My Statement'
- Apply for Federal Direct Loans and/or private loans (credit based) to resolve outstanding balances AFTER grants and scholarships have been applied
- Establish payment arrangements AND take note of the payment deadlines so that you pay on time to avoid late fees
- Complete ALL registered coursework by attending classes, submitting assignments and engaging with faculty—most accounts receivable holds result from Unofficial Withdrawals where the University is required to return 'unearned' Federal monies like Federal Pell Grant and Direct Loans



Financial Wellness Contact Information

FINAID AND SCHOLARSHIPS OFFICE

HOURS:

Monday and Friday
8:30 am until 4:30 pm
Tuesday through Thursday
8:30 am until 6:00 pm

ONLINE SCHOLARSHIP APPLICATION:

<https://neiu.academicworks.com/>

FINAID EMAIL:

Financial-Aid@neiu.edu

SCHOLARSHIP EMAIL:

scholarships@neiu.edu

TELEPHONE CENTER:

(773) 442-5016

SCHOLARSHIP TELEPHONE:

(773) 442-4606

STUDENT EMPLOYMENT OFFICE HOURS:

Monday through Friday
8:30am until 4:30pm

STUDENT EMPLOYMENT EMAIL:

student-employment@neiu.edu

STUDENT EMPLOYMENT OFFICE TELEPHONE:

(773) 442-4696

STUDENT PAYMENT SERVICES OFFICE

HOURS:

Mondays and Fridays
8:30am until 4:30pm
Tuesday through Thursday
8:30am until 5:00pm

ONLINE PAYMENT SYSTEM (TouchNet)

NEIUport Current Student Tab
Registration Tools: Payment/Refund

STUDENT PAYMENT SERVICES EMAIL:

studentpaymentservices@neiu.edu

CASHIERS' OFFICE EMAIL:

cashiers-office@neiu.edu

STUDENT LOAN DEPARTMENT EMAIL:

Student-Loan@neiu.edu

