



University
of Houston
Clear Lake

Business
Operations

Student Business Services

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INTRO

The Business Operations unit provides an array of support services for Student Business accounts, including:

- Processing and maintaining student accounts
- Offering installment options, as needed
- Navigation for creating statements, summaries and 1098T's
- Ensuring third party payments are properly posted
- Answering questions regarding billing and payments
- Addressing concerns about refunds, adds/drops
- Coordinating with external collections agencies
- Administering Bank Mobile for student access
- Maintaining change funds for other departments
- Ensuring secure, accurate bank deposits and cashier functions
- Vending machine refunds
- Approving audit courses for senior citizens

We are focused on these TOP 6 themes:

- ***Student success*** - we are here to support your academic success at UHCL!
- ***Customer satisfaction*** - we offer accurate and timely answers to your questions!
- ***Clear messaging*** - we simplify communications to support your understanding!
- ***Compliance*** - we meet local, state and federal standards!
- ***Environment*** - we contribute to an environmentally friendly & sustainable environment!
- ***Quality*** - we represent world-class services by staying current in industry practices

BANK MOBILE DISBURSEMENTS

UHCL has partnered with Bank Mobile to deliver student refunds. Here is what you should know:

- Our school delivers student refunds with Bank Mobile disbursements, a technology solution, powered by BMTX, Inc. Visit [Bank Mobile's Refund Choices page](#) to learn more.

General Information

- Refunds are processed in our office Monday-Friday.
- Registered students will receive a "Refund Selection Kit" in a bright green envelope from Bank Mobile; if a kit is lost or is not received, simply email us at SBS@uhcl.edu and we can mail a security access code to your UHCL email account.
- Students should select a refund preference;
 - **Electronic deposit to an existing student Bank account**
 - (1-2 business days), or
 - **Electronic deposit to student's Bank Mobile Vibe account**
 - (Same business day Bank Mobile receives funds from UHCL)
 - Contact Number: 1-877-327-9515

IMPORTANT DATES

Student Business Services has many important dates regarding student payments for tuition and fees, and refund conditions and dates.

Payment Due Dates are updated each semester on our webpage and can be found by visiting [UHCL's Payment Due Dates page](#).

The due dates on the website above will consist of the following:

- Winter Mini Session (if applicable)
- Early/Open Registration
- Late Registration
- Payment Plan Due Dates (if applicable)

PAYMENT PLANS

Student Business Services offers two types of payment plans for students: an **installment plan** or a **short-term loan**.

There is a \$20 service charge to enroll in each plan.

Additionally, Winter and May Minis must be paid in full (no payment plans are offered since the semester is so brief). Students can sign up for payment plans by logging into their E-Services account, or coming into the Student Business Services office.

Installment Plan

- Consists of four installments of 25% each.
- The first installment is due by the initial due date for all students and must be at least 25% of the current semester's tuition and fees.
- There is a \$20.00 non-refundable processing fee.
- The installment plan is not available during summer or mini terms.
- Courses added after the original registration period will adjust into the installment plan and an additional amount may be due depending on the drop/add activity.
- Subsequent due dates will be listed in the student's E-Services account under the "charges due" category.
- Students who have not fulfilled their financial obligation on the installment plan by the payment deadlines or by the end of the semester will have their records "encumbered" and UHCL will not issue any grades or transcripts.
- There is a \$10.00 late penalty charge for each past due installment.
- There is a \$50.00 default fee assessed to an existing debt to accounts that have not paid their installment plan in full by the end of the semester.

Short Term Loan

- The first payment is due by the initial due date for all students and must be at least 25% of the current semester's tuition and fees.
- The remaining 75% is due at a later date.
- There is a \$20.00 non-refundable processing fee.
- The short-term loan is not available during mini terms.
- The short-term loan bears a five percent (5%) interest per annum.
- Courses added after the original registration period will adjust into the installment plan and an additional amount may be due depending on the drop/add activity.
- Subsequent due dates will be listed in the student's E-Services account under the "charges due" category.

PAYMENT PLANS (CONT.)

- Students who have not fulfilled their financial obligation on the installment plan or the short-term loan by the payment deadlines or by the end of the semester will have their records “encumbered” and UHCL will not issue any grades or transcripts.

Students must pay the balance of all payment plans and contracts in full to be eligible to enroll in classes for the next semester and/or to have any encumbrance removed from their accounts.

THIRD PARTY ACCOUNTS

Student Business Services is responsible for applying and billing 3rd Party Accounts. A 3rd Party account is where another individual or entity will pay for a student's costs [not Federal, State, or grant aid]. Here is what you should know...

A student will either e-mail or bring their 3rd Party Payer voucher to Student Business Services each semester. We will apply the amount shown on the voucher to their account. After the automated enrollment cancellation period ends Student Business Services will begin our 3rd Party billing process by sending invoices, approximately 4 weeks after classes started for the semester.

The following are companies we are currently billing, or have billed in the past:

- Amazon
- Boeing
- Chase
- Cheniere Energy
- Collaborative for Children
- Houston Methodist
- Kuwait
- Military
- NASA
- Qatar
- Raytheon
- Royal Embassy of Saudi Arabia
- T-Mobile
- Texas Children's Hospital
- Texas Employment Commission
- Texas Promise Fund
- Texas Rehabilitation
- Texas Tomorrow Fund
- UPS
- VA Chapter 33
- VAVR
- Verizon
- West Africa

Students may bring their vouchers to us in person at our office or email it to us at sbs@uhcl.edu.

REFUNDS

Student Business Services follows the Texas Education Code Sec. 54.006 for the drop/withdrawal schedule. A more detailed explanation of refunds, drops and withdrawals can be found by visiting the [UHCL Refund Processing page](#).

In addition, there is a process for appealing for a refund. Please see the Student Fiscal Appeals packet on the Business Operations webpage. It contains a checklist and a guide.

Refund Processing

- Refunds first will be applied toward any outstanding university financial obligations.
- Any remaining refunds will be processed through Bank Mobile or by credit card.
- UH-Clear Lake has partnered with Bank Mobile to provide disbursement services for financial aid and tuition refunds.
- If payment was made by credit card, then reimbursement will be refunded back to the credit card used for payment.

Important Information to Remember

- Dropped classes and withdrawals are not the same.
- Students are advised to contact SBS prior to dropping or withdrawing.
- The Academic Drop/Withdrawal Schedule for Academic Purposes IS NOT the same as the Drop/Withdrawal Schedule for tuition and fees.

Withdrawals

- A withdrawal is defined as dropping ALL courses.
- Refunds will follow the refund schedule for withdrawal from classes.
 - Example: A student is enrolled for three courses and wants to drop all three courses; this is considered a withdrawal since the student is no longer registered for courses in that semester.

Drops

- A drop is defined as dropping one or more courses while remaining enrolled in other courses for the same semester.
- Will follow the refund schedule for dropped classes.
 - Example: A student is enrolled for three courses and drops one of their courses. The student is still enrolled for two courses and this would be considered a “drop” since the student is still maintaining enrollment.

REFUNDS (CONT.)

Refund Schedule

- Our refund schedule can be found on our website and is updated for each term.
- Refunds are processed Monday-Friday

CHANGE FUND

Student Business Services issues cash for departments requesting a temporary change fund.

Procedure

- Department will send an e-mail to SBS requesting the amount needed for the change fund requested, the denominations needed, and the date the change is needed.
- SBS will have the requested change fund money ready for the department to pick up the evening before the date requested by the department.
- On the date the change fund is needed, the requesting department will bring the “Change Fund Request” form to SBS. The form must have all appropriate signatures and the money will only be given to the “Custodian” named on the form.
 - If the person picking up the money is not a “Custodian” on the form, the money requested will not be released.
 - If the person from the department is the “Custodian” listed on the form, then that person will sign the form, SBS will keep the form, and the money requested will be released.
- After the money has been given to the department, SBS must prepare a journal entry (JE) for the funds. The JE must be done the same day the money has been given to the department.
- When the department returns the money, SBS will sign the bottom of the Change Fund form where it states “Funds Received by Cashier”.
- A copy of the form is then given to someone in SBS to prepare another JE to clear the department cost center. (The original is given back to the department after the copy is made.) The entries are going to be the opposite of first JE to back out the funds.
- Cashier will balance their vault to ensure the funds are correct.

VENDING MACHINE REFUNDS

With help with the procurement office, Student Business Services will offer refunds for cash purchases from drink and snack machines.

- If student loses cash in the machine or the machine does not give back the change, the students can come to SBS and we will ask them to fill out a small form with information on their cash loss.
- After form has been filled out, SBS representative will give student cash in amount of loss.
- When our cash surplus gets low, SBS will contact procurement and ask that a Coca Cola representative replenish our money using the forms we had students fill out.

COURSE AUDITS

Student Business Services handles senior and student course audits.

Most audits are done by senior citizens. They will not be charged for the class. If the audit is done by someone who is not a senior citizen, they will be charged. Audits can be done any time after late registration begins

Procedure

- Student will present audit form with signatures from the dean and professor of the course granting them permission to take the course.
- If senior audit, SBS will make a copy of driver's license and confirm student is over 65.
- SBS will fill in payment information for each charge listed in tuition and fee chart.
- Total will be placed on waiver line; if senior audit, amount will be \$0.
- After late registration has ended and SBS has received all audit forms, SBS will create a JE to debit/credit audit cost centers.

CREDIT CARD PROCESSING

Credit Card Processing Fee Policy

- Effective July 19, 2021, payments for student accounts related to tuition and fees (including short term or emergency loans) made by credit or debit card (used as a credit card) will be assessed a processing fee on 1.41%.
- This fee covers processing charges assessed by the credit card companies, and is applicable only when you use a credit or debit card (used as a credit card) for tuition or fee payments. The processing fee will be charged at the time of payment.
- This fee does not impact other methods of payment or departmental credit/debit card payments. Credit and debit cards will continue to be accepted by departments online and in person (as applicable).
- We have collected payment options available that do not assess such a charge in the “Additional Payment Methods” section.

What to Expect

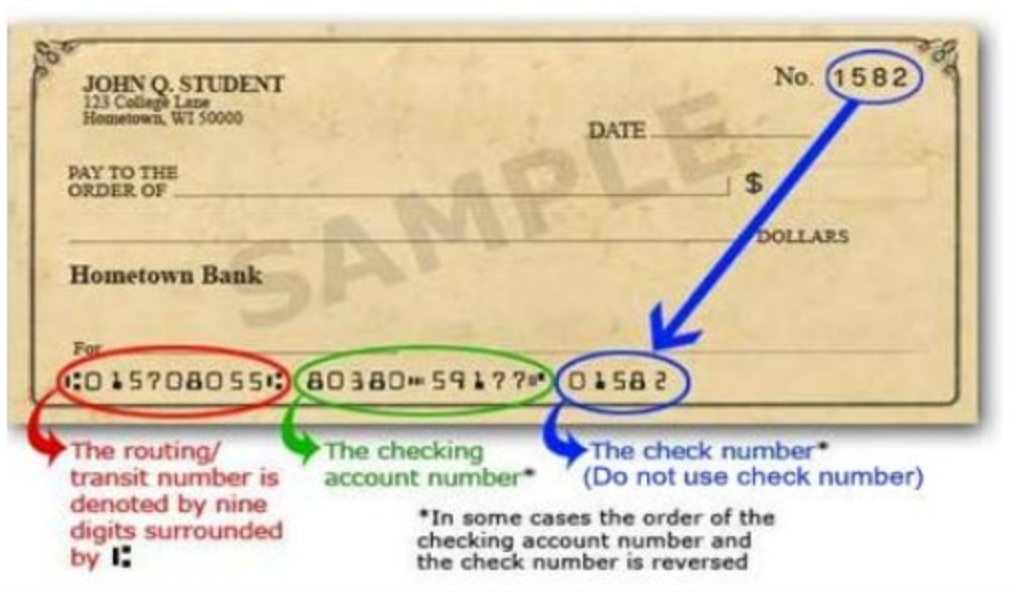
- A 1.41% processing fee will be assessed for tuition and fee payments made with a credit or debit card by MasterCard, Discover, Visa or American Express.
- This charge will appear as a separate transaction on the cardholder's credit card statement.
- The fee is non-refundable.
- Credit/debit card payments shall be made online.
- Credit/debit card payments are not accepted by phone.

ADDITIONAL PAYMENT METHODS

To avoid the credit card processing fee, we offer other options for tuition and fee payments with no additional cost to payer.

Online

- You can make your payment via electronic check or ACH transaction. Enter the bank account routing and account numbers from your personal check. Do not use your debit card information.
- If you are uncertain about what information to use, please contact your banking institution.
- Do not include the check number.



The entry of incomplete or inaccurate information may lead to a \$20 fee for items returned for the following reasons:

- Account Not Found
- Unable to Locate
- Insufficient Funds

You may use your Bank Mobile account by using the "Online Bill Pay" feature and avoid the processing fee. To learn how, follow the instructions on the [Bank Mobile Vibe page](#).

ADDITIONAL PAYMENT METHODS (CONT.)

By Mail

To pay via personal check, cashier check or money order, mail your payment to the following address:

UHCL Student Business Services
2700 Bay Area Blvd, Mail Code 106
Houston, TX 77058

Payments must be received by UHCL 24 business hours in advance of the payment deadline date to allow adequate processing time prior to the deadline. The student's name and UHCL student ID number must accompany all mailed payments to ensure timely processing.

In Person

Payment by check, money order or cash may be made in person at Student Business Services at either campus.

- UH-Clear Lake: Monday - Friday, 8 a.m. - 5 p.m.
- UHCL at Pearland: Monday - Friday, 8 a.m. - 5 p.m.

After-hour payments can be placed in the secure depository slot adjacent to the Student Business Services windows at the Clear Lake and Pearland campuses. The student's name and UHCL student ID must accompany payments to ensure timely processing. Payments placed in the depository after hours on a payment deadline date will not be processed until the next business day. In this instance, late payment fees and/or the deletion of course schedules will apply.

A \$20 Return Fee will be assessed for any returned check, including payment made online or via electronic check/ACH.

WIRE TRANSFER OPTIONS

UHCL now has two wire transfer options available.

UHCL has partnered with Western Union Business Solutions! This partnership will allow domestic and international students to make tuition and fee payments via wire transfer. This program offers a simple electronic payment mechanism that is secure, fast, and reliable in the student's local currency.

Students still have the choice to use their own banking institution to wire transfer directly to UHCL's bank.

Wire Transfer

You have the option to pay your tuition and fees via electronic wire transfers to UHCL. We have collected the most important information about this process for your convenience.

Important Information

- UHCL students must use a UHCL email account to obtain wiring instructions from SBS@uhcl.edu.
- Any cost associated with wire transfer transactions (such as transfer fees, foreign currency conversion cost, etc.) may be charged to the individual or the company initiating a request to transfer funds and shall be deducted from the wire transferred amount.
- Students must pay their tuition and fees in U.S. Dollars.
- UHCL will accept only a wire transfer amount for the actual outstanding tuition and fees as shown in the Student Financial System.
- UHCL will credit student's account within three business days from the date of receipt, provided all pertinent information is accurate.
- UHCL will return original wire transfer amount if funds transferred were in excess of the outstanding student balance.
- Wire transfer amount received without a UHCL Student Name and UHCL Student ID will be returned within five (5) business days.

Western Union

Students can initiate a wire transfer to the university through Western Union by logging into UHCL student self-service and following the instructions below:

1. Student Financials
2. Western Union Tab

WIRE TRANSFER OPTIONS (CONT.)

3. Enter payment amount not to exceed amount owed. Note: If the amount owed is more than \$10,000.00 you will need to request more than one transfer. Also, the Western Union services are unavailable if no balance is owed.
4. Accept terms and conditions and select “next”.
5. You will then be re-directed to Western Union Business Services website
6. Select ‘Get Quote”
7. Complete required information and print confirmation
8. Present confirmation and wire instructions to your foreign bank

Quote must be presented to and approved by your bank. Transaction is complete when funding is received by the university from Western Union. If you have questions, please call 281-283-2170, option 2.

Why use Western Union Business Solutions?

- Convenience
 - You make payment in the currency of your choice. This amount is then converted to U.S. dollars.
 - The exchange rate quote is locked in for your payment for 72 hours after the quote is obtained.
- Savings
 - The exchange rate is very competitive when compared to your financial institution’s retail rates, and bank service fees may be reduced since the wire transfer that you initiate is a local transfer.
 - There are no transaction charges from Western Union Business Solutions or UHCL, though you may be charged a transaction fee by your bank.

DELINQUENT ACCOUNTS AND COLLECTION PROCESS

Holds & Delinquent Accounts

- Student Business Services is committed to helping you resolve your delinquent balance. If your account becomes delinquent, contact our office immediately at 281-283-2170 so we can discuss your options.
- All charges due to the university must be paid in full by the payment due date published each semester.
- If the student's account is not paid by the due date, a past due balance hold (delinquent hold) will be placed and further collection efforts will be made to collect the amount owed.
- The outstanding debt can include tuition, required fees, fines and fees and related to programs, services, and courses, in addition to any other amounts related to enrollment at University of Houston-Clear Lake.
- Students whose accounts are delinquent will not be permitted to register for the next term or receive transcripts or diplomas.
- University of Houston-Clear Lake may require payment of a delinquent account to be in the form of certified funds, cash, money order, credit card or cashier's check.

Collections Process

The student accounts receivable process begins when charges are posted to their student account. The university works with students who are past-due, but if a solution cannot be agreed upon, the university follows the collection procedure outlined below:

- The official line of communication to students is your UHCL email account.
- Student Business Services only sends email notifications to your UHCL email account, we do not mail invoices through the postal service.
- Three collection notices are sent to a student's UHCL email account.
- The first notice is e-mailed approximately **90 calendar days** after the end of the term.
- Second notices are e-mailed approximately **30 calendar days** after the date of the first e-mail notice (approximately 120 calendar days after the term).
- The final collection notice is sent approximately **60 calendar days** after the date of the first e-mail notice (approximately 150 calendar days after the term).
- Once the due date on the final collection email has passed, uncollected accounts are referred to a collection agency.

DELINQUENT ACCOUNTS AND COLLECTION PROCESS (CONT.)

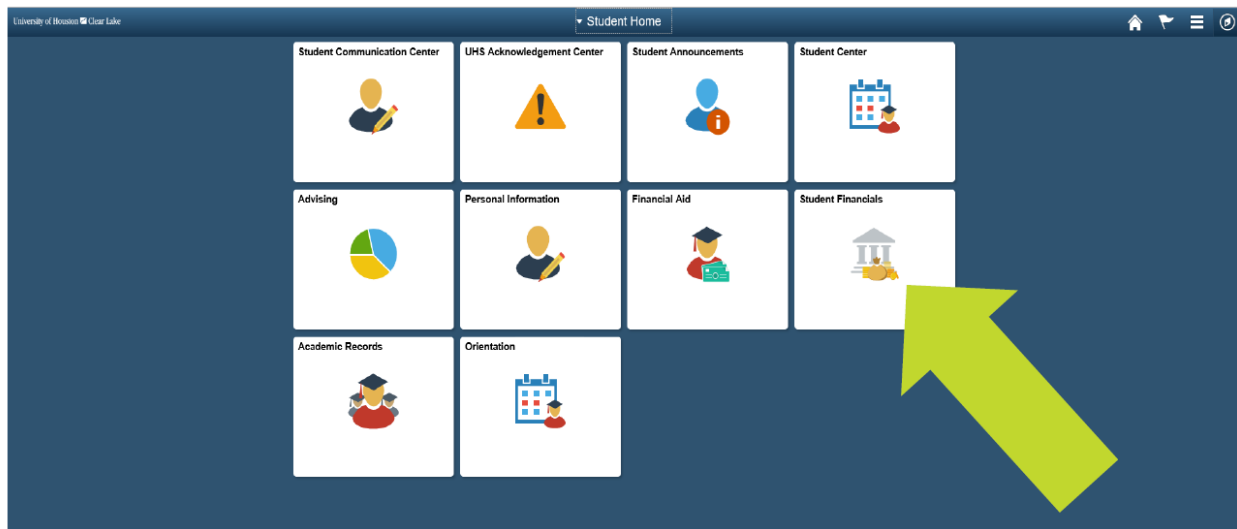
Collections Process (Cont.)

- The collection process last approximately 180 calendar days after the end of the term.
- Once your account is referred to an outside agency, students will be contacted by a representative of that agency.
 - Payments are made through the agency—not the university.
 - Additional fees will be added to the outstanding balance on the account.
 - In addition, a delinquency report may be filed with a credit bureau.

NAVIGATION TO E-SERVICES

Where do students go to find their tuition and fee information?

- Log into E-Services and select Student Financials.



- Below, you will see below various tabs to select depending on what the student needs.

