

The Office of the Bursar

What do we do?

- Send official statements for University tuition and fees
- Apply Tuition Payments and Financial Aid to Student Accounts
- Manage Payment Plan
- Process refunds for eligible students
- Answer questions regarding charges
- Process 1098-T tax forms

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First Things First

- One of the first things you need to do is read and electronically sign the **Statement of Student Responsibilities**
 - Find this on MyMercer. It is a tile on the home screen.
- This document summarizes your financial responsibilities from the University Catalog.
- The policies, requirements and regulations that govern your academic career at Mercer are outlined in the Catalog in effect the year you enter your program. You can find the Catalog on-line at Registrar.Mercer.Edu

MyMercer Hello S

My Home Page

ANNOUNCEMENT

STATEMENT OF STUDENT RESPONSIBILITIES

Online Registration

Statement of Student Responsibilities

NOTICE: The Statement of Student Responsibilities must be signed before proceeding with Registration.

NOTICE: To view your bill, make payments, sign up for a payment plan or direct deposit, or to set up an authorized

A View of MyMercer Home

MyMercer

Hello S [redacted]! Show Quick Links... Personalize Logout Help

My Home Page

- Campus Info
- Academics
- My Profile
- Message Center
- My Finances
- My Financial Aid
- My Documents
- External Links
- Self Help Center
- Housing
- Dashboard

ANNOUNCEMENT

[Online Registration](#)

NOTICE: The Statement of Student Responsibilities must be signed before proceeding with Registration.

NOTICE: To view your bill, make payments, sign up for a payment plan or direct deposit, or to set up an authorized payer, use the **Pay and Manage my Account** link (found under the "My Finances" menu on this page).

STATEMENT OF STUDENT RESPONSIBILITIES

[Statement of Student Responsibilities](#)

MESSAGE CENTER

- 2 Holds
- 0 Alerts
- 0 Appointments

ADVISOR

Academic Advisors
✉ [Margaret Bratcher](#)
4783012018

CANVAS ACCESS

canvas

Canvas is Mercer's Learning Management System. It is used to deliver online courses. For additional help, use the links below.

[Canvas Login](#)

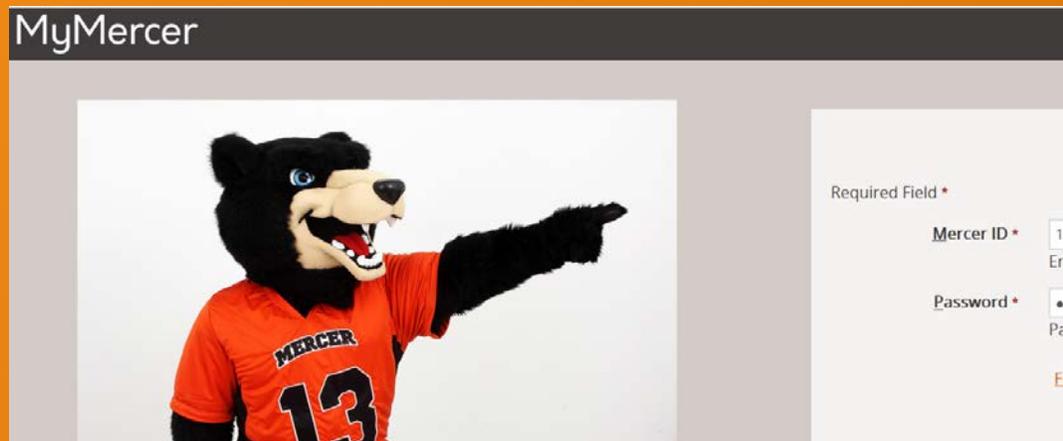
REGISTER TO VOTE

TurboVote

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Accessing Your Account

- You'll access your financial account, make payments and many other items through the student portal.
 - my.mercer.edu
- You will have received a welcome email with log in instructions.
- Need help accessing? Reach the Help Desk at 478.301.7000 or use self help to reset your password at it.mercer.edu

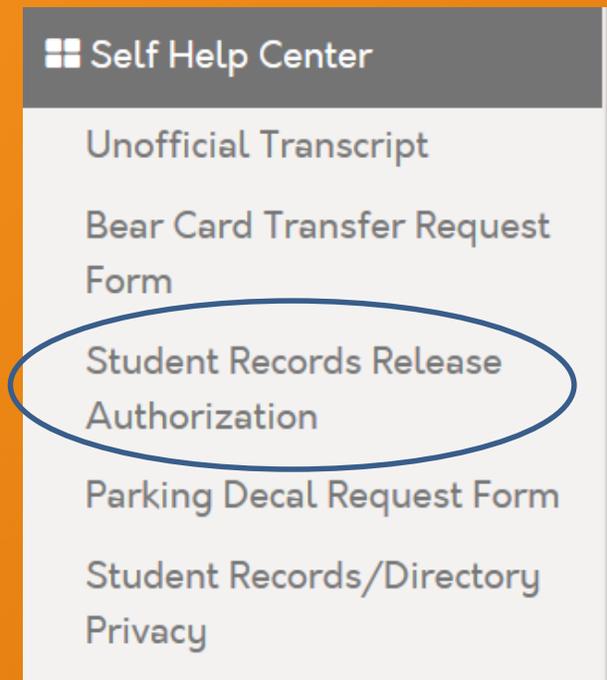


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FERPA, Student Records Release

- Federal privacy regulations prohibit us from talking to anyone about your account.
- You must complete the “Student Records Release Authorization” and specifically list the names of people we can talk with regarding your account.
- This file is completed electronically.



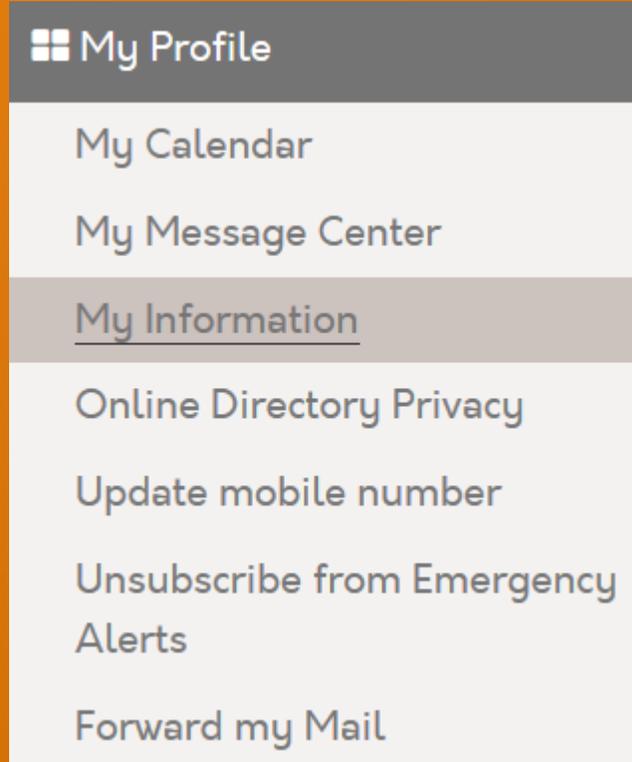
- Find the form in the Self Help Center of MyMercer.
- Must be signed prior to Fall and Spring/Summer Registration Periods
- FERPA release does NOT grant online account access.

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Pro Tips from Toby

Communications

- Paper mail goes to your permanent home address in the system. You may update your contact information in MyMercer in My Information on the My Profile tab. Under My Information you may also add an additional email address to your student profile.
- Email will go to your official Mercer email address.
- You can reset your Mercer email address password at it.mercer.edu (student self help)



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The Billing Process

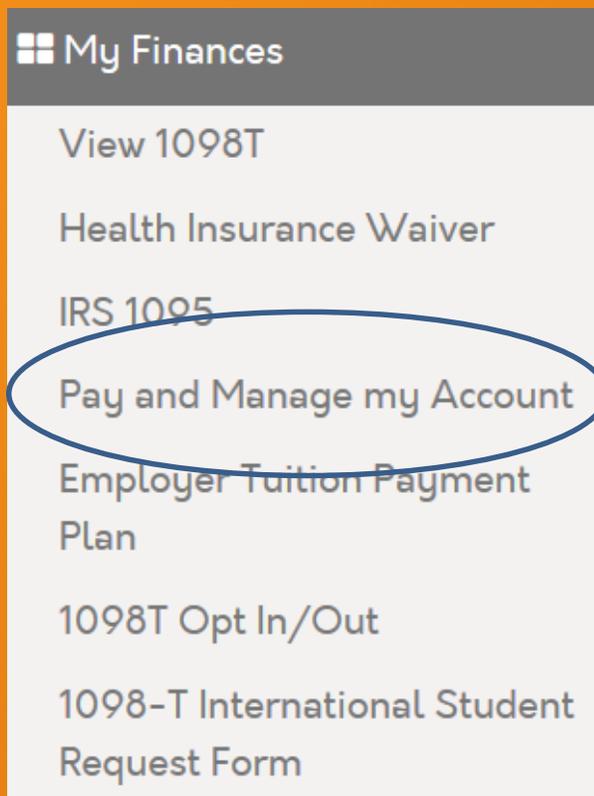
- The Office of the Bursar is responsible for sending your official Mercer Tuition Statements.
- Your first bill will be posted to MyMercer Student Portal approximately 30 days prior to the start of classes each term.
- A billing notice will be sent to your Mercer email address, but you can check you account any time.
- Current information is available 24/7 on MyMercer under transaction details.

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Accessing Your Billing Account

- Access your financial information under MyMercer from the My Finances tab. Selecting Pay & Manage My Account will take you to Nelnet, our account management partner.
- In your first visit to Nelnet, you will need to set up an account. From then on,



Nelnet will recognize you entering from MyMercer.

- Will you be able to:
 - Access up to date account information.
 - Make payments / sign up for payment plans.
 - Set authorized payers.
 - Set up refund method.

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The Billing Process

Components of your bill

- Registration is the process that builds your tuition and fees and posts them to your account.
 - Facility and technology fees are assessed based on credit hours.
 - Lab and other fees are determined by specific class enrollments.
- Room and Board charges are based on your room and meal plan selection.
- Approved Financial Aid will be listed on the official student bill and will reduce your balance. Any remaining balance is your out of pocket expense.

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The Billing Process

Toby's reminder – your billing statements are fixed at a point in time while your transaction details and current balance are always up to date.

The screenshot shows a user interface for a billing portal. At the top left, it says "Hello". Below that is a section titled "Payment Activity" with a dollar sign icon. To the right of this title is a link "View Details". Underneath, there is an "ID:" label followed by a text input field. Below the input field, it displays "Current Balance" as "\$0.00". To the right of the balance is a link "Transaction Details" which is circled in blue. Below the balance and link is a green button labeled "Make a Payment". At the bottom left of the interface is a link "View Last Statement" with a document icon, which is also circled in blue.

Current balance and transactions

Your statement

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Paying Your Bill

All out of pocket balances are due by the first day of class.

Satisfactory Financial Arrangements Include:

- Payment in Full
- Enrollment in a Payment Plan
- Alternative Loan Approved by Lender and Certified by Mercer
- Documentation of Other Payment Arrangements
 - Outside Scholarship
 - Employer Tuition Assistance Payment Plan
 - Post 9/11 GI Bill
 - Corporate Billing

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Accepted Tuition Payments

- Online 24/7 via Nelnet, accessible through your MyMercer Student Portal.
 - Checking or Savings Account – ACH – No Convenience Fee
 - Credit Cards – Only accepted online – Charges a 2.75% Convenience Fee.
- By Mail – Check, Certified Check, or Money Order
 - Send to: Mercer University – Attn: Bursar
Office1501 Mercer University Drive
Macon, GA 31207

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Authorized Payer Set-up

- You can invite others to be an authorized payer on your account.
- Send invitations from your account via MyMercer, Pay & Manage My Account.
 - The invitee will receive an email from Nelnet and will then set up an account.
- Authorized payers will receive bill notifications and have the ability to review transactions, make payments and set up a payment plan.

Pro tip from Toby: authorized payer status is not the same as being listed on the FERPA. We can only talk about account details with those listed on the FERPA (Student Records Release Authorization).

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Payment Plan Overview

- Mercer offers payment plans that allow for payment of your account balance in monthly installments.
- Benefits include:
 - easy online enrollment through MyMercer (or the authorized payer's log-in)
 - no interest charges
 - flexible payment options
 - satisfies payment requirements and keeps your account off of hold restrictions and out of collection activity

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Payment Plan – Details

- **Choose Your Payment Method**

- Automatic bank payment (ACH) (no additional fees)
- Credit or debit card (An additional fee may be assessed by Nelnet.)

- **Know Your Fees**

- \$40 or \$50 enrollment fee per semester depending on plan chosen
- \$30 returned payment fee if a payment is returned
- *If the down payment or enrollment fee returns for any reason, the agreement will be terminated.*

- **How to Enroll**

- Log into MyMercer (<https://my.mercer.edu>) and select Pay & Manage My Account
- Select “Set Up a Payment Plan” and follow enrollment steps on screen
- Authorized Payers will go through their log in and select the “Set up a Payment Plan” and follow the steps given.

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Payment Plan – Toby’s Tips

- The on screen prompts will lead you through set up and detail out the payment made “today” and your future payments. You can back out at any time before the final submit.
- Signing up when the payment plan opens stretches your balance over five months.
- Find instructions on setting up a plan on our website:
 - <http://bursar.mercer.edu/enroll-in-monthly-payment-plan.cfm>

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Financial Aid & Credit Hours

- Your financial aid award is based on
 - Full time enrollment and adjusted for actual hours after drop/add.
 - Half time enrollment is required to receive federal aid.
- If you reduce your credit hours, you may reduce your financial aid.
- Please do not drop a class or stop attending class without talking to someone in the Bursar's Office or your Financial Aid counselor.
- You are financially responsible for the classes you are enrolled in - whether or not you complete the class.
- Dropping classes can have unexpected financial consequences.

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Refund Method Set-up

- You can set up direct deposit through MyMercer, Pay and Manage My Account (student refund choice).
- Direct deposit is fast and secure.
 - Direct deposit processes in about 3 days and a paper check may take 5-7 days.
- If you do not choose a refund method any refunds will be issued via paper check to your Permanent Address on File.

Toby's advice: You may think you will never have a credit balance (over payment) on your account, but, at some point you may. Setting your account up now will ensure you are prepared.

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A Note About Stipends

- If you have a credit balance (over payment) on your account a stipend/refund will be automatically processed to be sent to you by direct deposit or paper check.
- You can check on progress through MyMercer.
 - A refund will be listed as a stipend (ACH) or a refund.
 - The date listed in your transaction details is the date the funds are estimated to be in your account for direct deposit and the mailing date for a paper check (refund). The actual date for ACH will depend on your bank's processing procedures.
 - In the example below, the expected deposit date, since it is a stipend, is 9/3.

Date	Term	Description
09/03/2019		
09/03/2019	Fall 2019	ACH Stipend

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Student Health Insurance

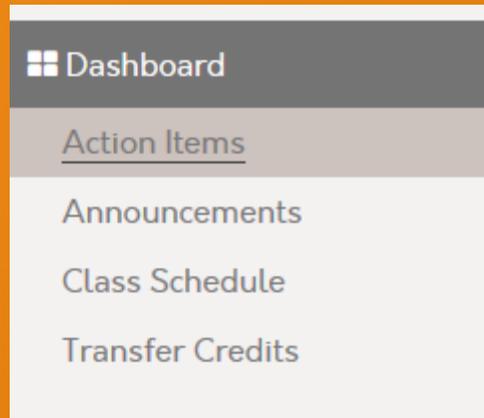
- All students enrolled in 3 or more credit hours on the Macon, Atlanta, Law or Medical campuses must provide proof of adequate insurance each semester.
Exceptions:
 - Students enrolled in the Regional Academic Centers are exempt and not eligible for the student plan.
 - Students fully enrolled in the Distance Learning campus are exempt and not eligible for the student plan.
 - International students must carry active insurance regardless of number of credit hours or campus attended.
- What is Student Health Insurance?
 - Mercer provides Health Insurance to all students at cost. The premium is automatically assessed to your account upon registration.
- What if I already have insurance?
 - Students can opt out by completing an online waiver through CORE Health Benefits.
- What if I miss the deadline to waive?
 - The deadline is Core's and Mercer is not able to make exceptions for missed deadlines.
 - Multiple reminders are sent prior to the waiver deadline.
 - Please read your email for many important communications.

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Student Health Insurance - Waiver

- Each term has a waiver deadline.
 - You will be notified of this deadline several times by email.
 - You may also find it on MyMercer on the Dashboard tab under Action Items.
 - The waiver is open approximately 30 days prior to the first day of class.

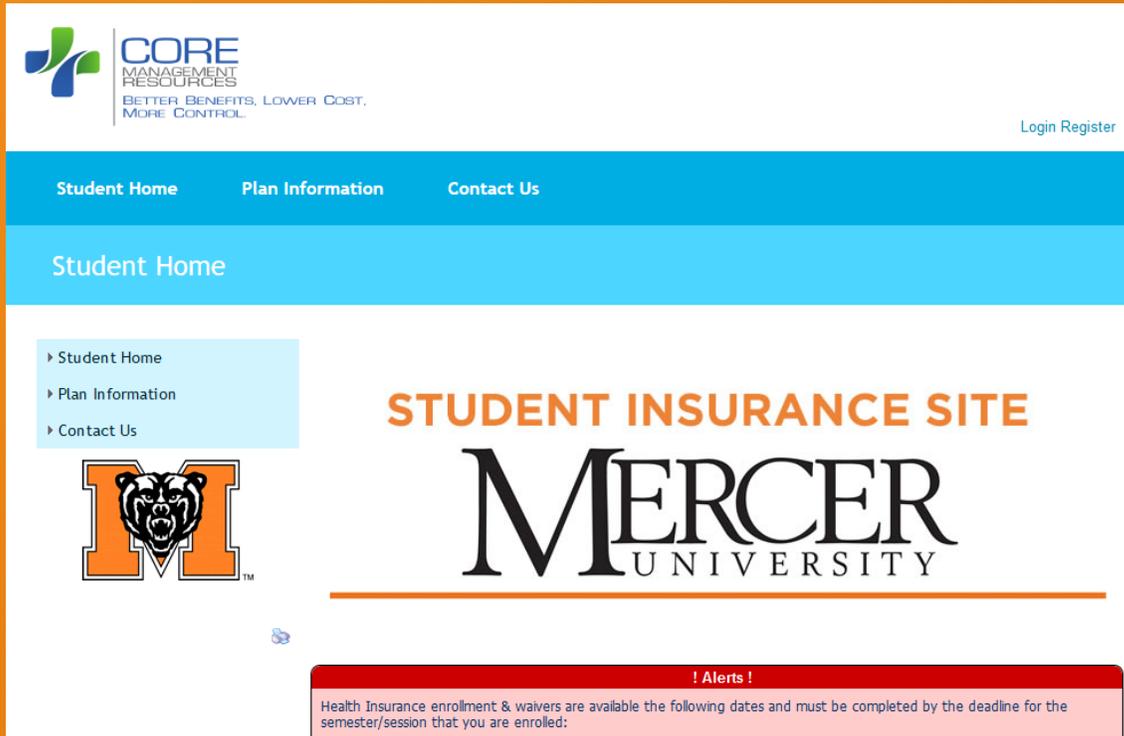


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Student Health Insurance – Enroll or Waive

- Core's Student Portal
 - <https://studentplan.corehealthbenefits.com/mercer/StudentHome.aspx>
- You may request a policy card (to use the insurance) or request a waiver on this site.



The screenshot shows the Core Student Portal website. At the top left is the CORE MANAGEMENT RESOURCES logo with the tagline "BETTER BENEFITS. LOWER COST. MORE CONTROL." and "Login Register" links. A navigation bar contains "Student Home", "Plan Information", and "Contact Us". Below this is a "Student Home" section with a sidebar menu listing "Student Home", "Plan Information", and "Contact Us". The main content area features the Mercer University logo and the text "STUDENT INSURANCE SITE". At the bottom, a red alert box states: "! Alerts ! Health Insurance enrollment & waivers are available the following dates and must be completed by the deadline for the semester/session that you are enrolled."

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Bear Card Advance for Books

- If you have a projected credit (overpayment on your account) you may request a BearCard transfer of up to \$600 of the credit.
 - You may request a BearCard transfer any time you have excess funds on your account.
- Cash withdrawals from the BearCard can be requested at graduation or official withdrawal from the University.
- The BearCard can be used at Mercer bookstores, which will match Amazon pricing.
 - www.auxiliary.mercer.edu for more information.

Self Help Center

Unofficial Transcript

Bear Card Transfer Request Form

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Corporate or Military Support?

- If you have a 529 plan.
 - Contact your investment manager to request funds be sent to Mercer. Have checks payable to Mercer University mailed to ATTN: Bursar's Office, 1501 Mercer University Drive, Macon GA 31207
- If you have a Florida Prepaid or Alabama Pact account, Mercer will invoice these plans.
 - Contact your investment manager to authorize Mercer as a recipient.
- If you have VA benefits, please contact Marcy Mobini in the Registrar's Office to begin certification.
- Will your employer assist in your tuition payment?
 - Complete the ETAP form on MyMercer under My Finances.
- Find more information on our website under Payment Options

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Questions?

We are here to serve you.

- Find “how to” instructions and answers to frequently asked questions on our website or to have a live chat during office hours.
 - www.bursar.mercer.edu
- Call us at 478.301.1111 option 1
- Email: bursar@mercer.edu
- Visit our office at the Stembridge Center for Student Success, Suite 200

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