SRFS ‘Must Do’ List

**Note:** To complete this list, log in to Penn InTouch, at www.upenn.edu/pennintouch, using your secure Pennkey and password. Penn InTouch is your secure gateway to academic, financial and biographical information.

- **Provide your EMERGENCY CONTACT information**
  Penn’s Division of Public Safety encourages you to provide personal emergency contact information for use with the UPennAlert Emergency Notification System & Penn Guardian. Partner with Penn by providing a phone number (preferably a cell phone) where you can best be reached. You can also register parents or guardians, so University officials can communicate with them as well.

  - Register for UPennAlert: From Penn InTouch select Profile, privacy & emergency, then Emergency
  - Register for Penn Guardian at: http://www.publicsafety.upenn.edu/pennguardian/

- **Setup Penn.Pay Users and Payment Accounts for your Student Bills**
  Penn.Pay is Penn’s electronic billing and payment system. As a student, you can access Penn.Pay with your Penn Key. To enable others (such as your parents) to also receive and/or pay your bill, and view new activity on a daily basis, you must ‘invite’ them as an ‘other payer’ after you log in.

  - From Penn InTouch, select Student Billing Account, then Paying Your Bill/Penn.Pay.

- **Sign up for DIRECT DEPOSIT of your Student Account Refund(s) and Payroll**
  We encourage you to enroll in direct deposit, as you may receive wages from a work-study job, other campus employment, or receive a student account refund or other reimbursements. Direct deposit ensures your funds will be deposited to your personal US bank account. Enroll as soon as possible, using a bank local to Penn, or one of your choosing (the University will accept only one direct deposit account per student).

  - From Penn InTouch, select Student Billing Account, then Enroll in Direct Deposit.

- **Give Permission to Share Academic and/or Financial Information**
  By federal law (FERPA), the University generally cannot discuss your academic or financial records with a third party, including your parents. To authorize Penn to share academic and/or financial data with a parent, guardian, sponsor or other third party, you must designate them explicitly.

  - From Penn InTouch, select Profile, privacy & emergency, then Share Academic/Financial Information.

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**Questions & Contact Information**

If you have a question regarding a specific charge, please contact the responsible department below:

- **Bookstore (BKSTR)**
  upenn@bkstore.com
  215-898-7595

- **Computer Connection (COMPCON)**
  ccxmail@exchange.upenn.edu
  215-898-5282

- **Dining Services (DINING)**
  dining@upenn.edu
  215-898-3547

- **Penn Faculty/Staff HR Benefit Office (HR)**
  tuition@hr.upenn.edu
  215-898-4812

- **Fraternity/Sorority Affairs (FRATSOR)**
  frats@pobox.upenn.edu
  215-898-5213

- **Health Insurance (INSUR)**
  shsinsur@pobox.upenn.edu
  215-746-3535

- **Housing Assignments/Services (HOUSING)**
  living@exchange.upenn.edu
  215-898-8271

- **Student Financial Services (SFS)**
  sfsmail@exchange.upenn.edu
  sfsmail@exchange.upenn.edu
  215-746-3535

- **ISC Networking & Telecommunications (I.S.C.)**
  service-requests@isc.upenn.edu
  215-746-6000

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**Important Items to Remember**

The initial Fall Term bill is due on July 29th. The Spring Term bill is sent early December and due early January. Monthly bills are also produced as other charges, such as bookstore or dining retail purchases, are incurred. The annual billing schedule can be found on the SFS website at www.sfs.upenn.edu/billing.

The University must receive the amount due in full on or before the due date. If full payment is not received by the due date, a late payment penalty of 1.5% of the past due amount per month will be assessed, and future registration and continuing enrollment will be jeopardized.

If Penn accepts payments that contain or reflect “paid in full,” or other restrictive endorsements, Penn does not lose any of its rights to collect any amount due.

Please note that the University does not accept post-dated checks.

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**Welcome to your Student Billing Account**

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**Penn Student Registration & Financial Services**

3451 Walnut Street
100 Franklin Building
Philadelphia, PA 19104
(215) 898-1988
sfsmail@exchange.upenn.edu
www.sfs.upenn.edu

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PAYING YOUR BILL

Online through ACH
Use Penn Pay to schedule both the payment date and amount from your U.S. checking or savings account.

Online with an American Express Card®
Use Penn Pay and pay with your American Express® Card. A 2% convenience fee will be assessed and will appear on your American Express® billing statement. Note that Penn does not receive any compensation or portion of the convenience fee for providing American Express® as a payment option.

Check
Pay from a U.S. checking or savings account and make your check payable to "The Trustees of the University of Pennsylvania." Payment coupons must accompany your payment. Use the coupon on your billing statement, or print one from Penn Pay.

Wire Transfer
See the SFS website for instructions.

PennPay
Penn Pay is Penn’s online billing system through which you receive your monthly student account bill. You can also review new activity on a daily basis, and opt to pay your bills online, securely and efficiently. In order for your parents, or others, to access Penn Pay, you must invite them to be ‘other payers.’ See page 5.

RECEIVING YOUR BILL

New Students
New students will receive paper billing statements for July and August at the street address we have on record. Billing statements will also be sent to your University e-mail address, if it has been set up, and to any other e-mail addresses you provide on Penn Pay. Beginning in September, only e-bills will be delivered.

Currently Enrolled Students
Penn will notify you at your University e-mail address and to any other e-mail address you provided on Penn Pay, when your monthly billing is ready for viewing.

CURRENTLY ENROLLED STUDENTS

Activity for the current academic year, transaction description, originating office and amount.

Account balance and due date.

Billing Activity Summary Box
Summary of all activity

Balance Last Statement: Balance from previous month’s statement.

New Credits/Payments: Sum of new credits marked with an **.

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New Charges: Sum of new charges marked with an **.

Balance: Calculated as indicated, due by date indicated.

New transactions, not previously billed, are indicated by an **.
Previously billed similar transactions with multiple entries (i.e. bookstore, telephone) will be netted and displayed on one line.

All personal payments (made via cash, check, Penn Pay, or wire transfer, grouped by term.

New charges and credits displayed are an asterisk *.

Previously billed items that are similar may be combined as a single line item.

Temporary/Pending credits
As a convenience to you, Penn will apply a temporary credit to your student billing account for certain funds that we know are pending and have not yet been received. Temporary credits may be issued for the Federal Direct Loan, the Federal Direct Plus Loan, alternative loans, Pell Grants, state grants and the Penn Monthly Budget Plan. Temporary credits will be removed on the date indicated on your statement, or earlier, as the actual payments are received and credited to your student billing account.

PAYMENT ENCLOSED: $17,618.00
PAYMENT DUE DATE: 07/29/14
Term: 114
AMOUNT DUE: $17,618.00

The PENN-ID number is listed on your PennCard in larger print and consists of the middle 8 digits. Please include your 8-digit PENN-ID on all checks, along with the student’s full name.

Your Student Billing Statement

Your Student Billing Account Information

PENN.PAY

NEW CREDITS/PAYMENTS:

NEW CHARGES:

+ $13,118.00

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