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Dear New Student,

Welcome to Student Financial Services at Penn, a division of Student Registration and Financial Services.

This booklet will guide you through the next steps to pay for your Penn education. In it you will find information on billing, payment options, financial aid (if you are a recipient), and the SRFS Must-Do List. A checklist and deadlines are also included for your convenience.

If you have general questions, I encourage you to take advantage of askBEN, located on our website and available 24/7. askBEN is a popular self-service tool that contains almost 400 frequently asked questions and answers. When you need more personalized service, please contact us.

I look forward to seeing you on campus this fall, and wish you the best in your academic career at Penn!

Sincerely,

Michelle H. Brown-Nevers, Ed.D
Associate Vice-President of Student Services
Student Registration and Financial Services
Billing Overview

**Penn.Pay**
Penn.Pay is Penn’s online billing system through which you receive your monthly student account bill. You can also review any 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 6.

**Receiving Your Bill**
You 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.

**Paying Your Bill**
- **Online using ACH:** Use Penn.Pay to schedule both the payment date and payment amount from your U.S. checking or savings account.
- **Online using American Express®:** 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.
- **In Person:** Present your payment coupon and payment to the University Cashier in the lobby of the Franklin Building, 3451 Walnut Street. Payment coupons are attached to the bottom of your billing statement, or print one from Penn.Pay.

Please note that American Express® payments are only accepted when paying online.

**Billing Schedule**

<table>
<thead>
<tr>
<th>Term</th>
<th>Bill Sent</th>
<th>Due Date</th>
<th>Bill Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall Term</td>
<td>June 30, 2015</td>
<td>July 29, 2015</td>
<td>Paper &amp; E-Bill</td>
</tr>
<tr>
<td>Spring Term</td>
<td>December 2, 2015</td>
<td>January 8, 2016</td>
<td>E-Bill only</td>
</tr>
<tr>
<td>Monthly Bills</td>
<td>First week of each month</td>
<td>Varies each month</td>
<td>E-Bill only</td>
</tr>
</tbody>
</table>

The University must receive the amount due in full on, or before, the due date. A late payment penalty of 1.5% of any past due balance will be assessed monthly. A past due balance may result in your student account being placed on financial hold which can restrict future registration, transcript requests and receipt of your diploma.
How Charges and Credits are Applied to your Student Billing Account

**Charges**
These are the typical charges that should appear on your first Fall Term bill:

- Tuition and mandatory fees, including the general fee, technology fee, recreation fee and student health clinical fee
- The New Student Orientation fee, if applicable
- Lab fees for certain courses, if applicable
- Housing costs, and the College House fee, if you live in College Housing
- Dining charges, if you purchased a meal plan through Penn Dining

**Credits**
Credits from the following sources may appear on your first Fall Term bill, provided that applications and loan notes were submitted by the recommended deadlines.

- Financial aid awarded by Penn (excluding work-study)
- Outside Scholarships
- Federal Direct Loan for Students
- Federal Direct PLUS Loan for Parents
- Alternative Loans
- Penn Monthly Budget Plan
- Tuition Prepayment Plan

**Temporary 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.

**Work-Study**
If you received a work-study job in your financial aid package, you will be paid weekly based on actual hours worked. Wages are not credited to your bill. Be sure to sign up for direct deposit to receive your work-study wages. See page 6.

**Refunds**
A refund will be issued if your actual credits, excluding temporary credits, exceed your charges. You will receive an e-mail notification when a refund has been issued. Refunds are deposited into your personal U.S. bank account if you enrolled in direct deposit. Penn strongly encourages the use of direct deposit. See the “Must Do” List on page 6 for instructions.
Payment Options

You may prefer to extend your payment over a longer period. If so, consider these payment options.

**Loans**

**Federal Direct Loan for Students**
This federal student loan is available to U.S. citizens and permanent residents. You may choose this loan to help defray your family contribution, or to cover additional expenses. To apply, file a FAFSA, if you have not already done so, then submit a loan request in the Penn Loan System (access through the SFS website). Apply by June 15th to receive credit on your first fall term bill.

**Federal Direct PLUS Loan for Parents**
This federal loan is available for parents of dependent students who are U.S. citizens or permanent residents. To apply, file a FAFSA, if you have not already done so, then complete the Direct PLUS application online at [www.studentloans.gov](http://www.studentloans.gov). Apply by June 15 to receive credit on your first fall term bill.

**Alternative Loans**
These educational loans, also referred to as private loans, are available through banks and private lenders. The benefits are generally not as advantageous as federal loans, and the borrower must be creditworthy or have a creditworthy U.S. co-signer.

**A Word About Loans**
We urge you to be cautious about loans and borrow only what you need. To learn more about educational loans and repayment, visit [www.finaid.org](http://www.finaid.org) and [www.collegeboard.com](http://www.collegeboard.com).

**Payment Plans**

**Penn Monthly Budget Plan**
The Penn Monthly Budget Plan allows you to pay billed expenses over ten months without interest. There is a $75 enrollment fee if you enroll by June 30. Enrollment after June 30 is subject to a late fee of $50. The plan is designed for fall and/or spring semesters only.

Note that enrollment in the Penn Monthly Budget Plan does not guarantee that all billed expenses are paid. You may incur expenses not included in the amount you budgeted and you will be billed monthly as you incur unbudgeted charges. Therefore, you may be making monthly payments to both the Penn Monthly Budget Plan, and your student account monthly bill.

**Tuition Prepayment Plan**
Prepay up to four years tuition and mandatory fees at the current rate, thereby avoiding future tuition increases. The plan can also be used for study abroad programs. Unused prepaid funds due to early graduation or withdrawal will be refunded. Summer sessions are not covered. Visit our website for prepayment amounts and details.
Estimate the Amount Due on your Fall Term Bill

Complete this worksheet to arrive at the approximate amount due on your first fall term bill. Charges for your room and meal plan depend on your selections. Tuition, general, technology, recreation and clinical fees are the same for all undergraduate students.

<table>
<thead>
<tr>
<th>Charges</th>
<th>$21,919</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuition</td>
<td>2,035</td>
</tr>
<tr>
<td>General Fee</td>
<td>383</td>
</tr>
<tr>
<td>Technology Fee</td>
<td>174</td>
</tr>
<tr>
<td>Recreation Fee</td>
<td>257</td>
</tr>
<tr>
<td>Student Health Clinical Fee</td>
<td>290</td>
</tr>
<tr>
<td>Housing</td>
<td></td>
</tr>
<tr>
<td>Housing Fee</td>
<td></td>
</tr>
<tr>
<td>Dining/Meal Plan</td>
<td></td>
</tr>
<tr>
<td>New Student Orientation Fee (if applicable)</td>
<td>+</td>
</tr>
<tr>
<td>Other</td>
<td></td>
</tr>
</tbody>
</table>

**Total Fall Term Billed Expenses**

1. $____________

<table>
<thead>
<tr>
<th>Credits</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Receiving financial aid? Enter half the annual amount (do not include work-study or outside scholarships)</td>
<td></td>
</tr>
<tr>
<td>Receiving only outside scholarship(s)? Enter half the annual amount</td>
<td></td>
</tr>
<tr>
<td>Did you apply for a Direct Loan? Enter half the annual amount</td>
<td>*</td>
</tr>
<tr>
<td>Did your parents apply for Direct PLUS? Enter half the annual amount</td>
<td>*</td>
</tr>
<tr>
<td>Did you apply for an alternative loan? Enter half the annual amount</td>
<td>*</td>
</tr>
<tr>
<td>Did you enroll in the Penn Monthly Budget Plan? Enter half the budgeted amount</td>
<td>*</td>
</tr>
<tr>
<td>Acceptance Fee paid, if applicable</td>
<td></td>
</tr>
</tbody>
</table>

**Total Applied Credits for Fall**

2. $____________

| Total Fall Term Charges (from #1 above) | $ __________ |
| Less Total Applied Credits for Fall (from #2 above) | – __________ |

**Estimated Balance Due for Fall Term**

$ __________

* These funds may appear on your bill as a temporary credit (see page 2). Remember to subtract one-half of origination fees (1.073% for Direct Loan and 4.292% for Direct PLUS) from loan amounts.
Financial Aid Recipients

Documents Required to Finalize and Receive Your Aid

2014 Tax Returns, W-2 Forms and Tax I.D. Forms
Unless you have already done so, submit copies of your and your parents’ 2014 federal income tax returns, all pages, schedules and all W-2s. Submit a Cover Sheet/Tax I.D. Form with the tax return. Your award will be adjusted if the information on your tax return(s) differs from what was previously reported on your financial aid application.

If you and/or your parents did not file taxes in 2014, you still need to complete a Non-Tax filer statement at the bottom of the Cover Sheet/Tax I.D. Form, or your application will remain incomplete and aid will not be disbursed to your student account. Cover Sheet/Tax I.D. Forms are available in the Forms section of our website.

FAFSA
File and sign a FAFSA if you have not already done so at www.fafsa.ed.gov (Penn’s Federal School Code is 003378). We encourage you to use the IRS Data Retrieval Tool which enables you to transfer your and your parents tax information from the IRS directly to the FAFSA. After you file your FAFSA, you will receive a Student Aid Report (SAR). If corrections are needed, make them online at www.fafsa.ed.gov. (Note to Pell Grant recipients: Pell Grant credit cannot be disbursed to your student account until you file and sign a FAFSA, and Penn verifies the data.)

Certification of Sibling Enrollment
If you have a sibling enrolled in college, your financial aid award was most likely based on this information. As plans sometimes change, Penn will request certification from your sibling’s school once the academic year begins. Your award will be adjusted if the information on the certification form differs from what was previously reported on your financial aid application. We will send you a Certification of Sibling Enrollment form in August to forward to your sibling.

Jobs
Work-Study
Keep in mind that work-study is not credited to your student account. You will be paid weekly based on the actual hours you work. We encourage you to use your work-study job. Should you decide to replace your work-study job with a Federal Direct Loan, please contact us. Additional information on work-study is enclosed.

Other Part-Time Employment
Non-work-study jobs are available. Please visit the Student Employment website at www.sfs.upenn.edu/seo for information.
SRFS “Must Do” List

**Note:** To complete this list, login to Penn InTouch, at [www.upenn.edu/pennintouch](http://www.upenn.edu/pennintouch), using your secure PennKey and password. Penn InTouch is your personal gateway to your academic, financial and biographical information.

- **Provide 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 may also register other contacts such as parents or guardians, so that University officials can communicate with them as well. Please remember to keep this information updated.

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

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

  *From Penn InTouch, select “Student Billing Account,” then Paying Your Bill/Penn.Pay.*

- **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.*

- **Enroll in Direct Deposit**
  Enroll in Direct Deposit, as you may receive wages from a work-study job, or receive a student account refund or other reimbursement. Direct Deposit ensures your funds will be deposited to your personal US bank account.

  *Note:* We understand that you may not yet have a local bank account. For a listing of local banks, please see our website. If you prefer, you can also opt to use a non-local U.S. financial institution.

  *From Penn InTouch, select “Student Billing Account” then “Enroll in Direct Deposit.”*
Checklist and Deadlines

Details on how to complete these steps are included in this booklet or on our website at www.sfs.upenn.edu. Note that some of the following steps will not apply to everyone.

Everyone

☐ Complete the SRFS “MUST DO” List on page 6.

Payment Options, if you choose to participate

☐ Apply for a Federal Direct Loan for students.
☐ Apply for a Federal Direct PLUS Loan for parents.
☐ Enroll in the Penn Monthly Budget Plan.
☐ Enroll in the Tuition Prepayment Plan.

Financially Aided Students

☐ Submit 2014 tax returns, all pages, schedules, W-2 forms for parents and students, if you have not already done so.
☐ Submit a Non-Tax Filer form if you or your parents did not file 2014 taxes, if you have not already done so.
☐ Review the enclosed information on work-study. In addition, watch for an e-mail in August from the Student Employment Office.

Deadlines

As soon as possible

June 15, 2015
June 15, 2015
June 30, 2015
August 1, 2015

As soon as possible
How to Contact Student Financial Services

Website
www.sfs.upenn.edu

E-mail
General Questions
sfsmail@exchange.upenn.edu
Penn Monthly Budget Plan
budgetpl@exchange.upenn.edu
Tuition Prepayment Plan
stuloans@exchange.upenn.edu

Submit Documents Online
www.sfs.upenn.edu/forms/OnlineDocSubmitForm.php

Fax
215-573-5428  Please include an SFS Cover Sheet

Phone

Walk-in Service and Appointments
Room 100, Franklin Building
3451 Walnut Street

Mailing Address
Student Financial Services
University of Pennsylvania
005 Franklin Building
3451 Walnut Street
Philadelphia, PA 19104-6270

Mailing Address for Outside Scholarships
Student Financial Services
University of Pennsylvania
100 Franklin Building
3451 Walnut Street
Philadelphia, PA 19104-6270

Office Hours
Monday, Wednesday, Thursday & Friday 9 am – 5 pm
Tuesday 10 am – 5 pm

Self-Service Tools
askBEN
www.sfs.upenn.edu
A self-service question and answer tool available 24/7

PennPlan online
www.admissions.upenn.edu/decisions
(select “PennPlan online”)
An interactive, web-based financial planning tool

Penn InTouch
Access from the SFS website or QR code on page 6.
A secure gateway to your academic, financial and biographical information.

Assistant Directors
Student’s Last Name
A-Bor George Walker
Bos-Con Frank Banecker
Coo-Fh Silvia Hanks
Fi-Haq Sidney Picht
Har-Kam Nichole Moore
Kan-Lev Aisha Hunter
Lew-Meh
Mei-Paq
Par-Ros
Rot-Sr
Ss-Wan
Wao-Z
Sharon Scott
Fred Poindexter
Gerri Pettay
Dennis Drumm
Will Ricksecker
Karen McGettigan