Frequently Asked Questions
Online Billing Version

General Items
Q: What is the most convenient way to view and pay my tuition bill?
A: Access billing information and make payments at MyBU.bradley.edu for students or https://sentry.bradley.edu for third parties if permission has been set up by the student. Instructions are located at sfs.bradley.edu.

Q: If I want to mail a payment, where do I send it?
A: Bradley University, Controller’s Office, Attn: Student Fees, 1501 W. Bradley Ave., Peoria, IL 61625. Be sure to include the student’s name and ID # on the payment.

Q: Who do I call when I have questions?
A: The Controller’s Office can be reached at 309-677-3120. Financial Assistance can be reached at 309-677-3089.

Q: When is the Controller’s Office open?
A: The Controller’s Office is open Monday through Friday from 8:00 am to 5:00 pm.

Q: What important dates do I need to know?
A: There are a variety of dates that you need to know. For payments, in order to not have your classes dropped (i.e. reserve/claim classes), the first payment must be made by August 1st for the fall semester and by the first Friday in January for the spring semester. For interim and summer classes, the payment must be made by 3:00 p.m. on the first day of class.

Q: What happens if I drop one class?
A: For dropping individual classes, charges are set at the end of the 2nd full week of class during the fall and spring semesters. Each term, the specific date is listed at http://www.bradley.edu/classes/. The exception to this is if you are taking a class that is less than the full semester, known as a mini class or classes taken during interim and summer terms. For a mini class, interim class or summer class, the time frame for not being charged is very short. You must drop the class on or before the day the class starts for a full refund and within three days for a 50% refund.

Note also, these dates are different from academic dates for dropping individual classes.
Q: What happens if I drop all my classes?
A: For complete withdrawal, dropping all classes during the fall or spring semester, the percentage of charges is based on the number of weeks that you were enrolled. The chart can be found at http://sfs.bradley.edu/geninfo/billing/. Financial assistance will also be adjusted based on the withdrawal date.

Q: What happens if I do not pay my bill on time?
A: If it is the first payment of the term, your classes will be dropped for non-payment and a $50 registration processing fee will be charged for re-registering. It is the student’s responsibility to re-register if his/her classes are dropped for non-payment. If it is a subsequent payment, you will be charged a $25 late fee if the payment is late by 3 or more days.

Q: When will I receive an itemized bill?
A: The initial fall semester Deferred Payment Plan bills will be made available online over the summer and the initial spring semester Deferred Payment Plan bills will be available online in December. The bills for the remaining payments of the deferred plan will be made available online the middle of each month. Monthly Payment Plan reminders will be made available online approximately the 15th of each month. Students will be notified through their Bradley e-mail address when bills are posted online. Parents will be notified if an e-mail address is listed in Webster. Bills can be viewed online at MyBU.bradley.edu for students or https://sentry.bradley.edu for parents if permission has been set up by the student. Bills are not mailed.

Online Processes
Q: Will there be changes to my online information? Can my payments increase or decrease?
A: Yes, change may occur to your balance due and the information online either by changes made in your schedule, changes made to your financial aid and/or review of your billing information by the Controller’s Office.

Q: Why do I need to give permissions for my parent or another party to view or pay a bill online?
A: Under the Family Educational Rights and Privacy Act (FERPA), a student must give permission for anyone to see their college records. For more information about FERPA, go to http://www.bradley.edu/registrar/ferpa/.

Q: If I want to change who has permission to my records, can that be done?
A: Yes, you may make changes at any time to permissions. This can be done through Webster and clicking on “other” and then “control third party access”.

Q: How do I verify my payment was processed online?  
A: If you provide an e-mail address, you will receive an immediate confirmation with an authorization code. Payments will appear on your account generally in 2 business after they are submitted.

Q: Can I make an online payment with a checking or savings account?  
A: Yes, you may make payment with either a checking or savings account. After logging in to the billing information, click on “Pay Minimum by Bank Account”, “Pay Balance by Bank Account” or fill in the blank for “Enter Other Amount” and click on “Enter Amount”. Complete all the banking information that appears on the next screen. If you provide an e-mail address, you will receive a confirmation. **Please allow a minimum of two business days for your payment to be deducted from your bank account.**

Q: Will I see my payment information in the online billing?  
A: Yes, but it will not show until the payment is processed. For payments received in the mail or called in by 1:00 pm, they will generally be processed the same day. If received after 1:00 pm, the payment will be processed the next business day. Online payments will be processed 2 business days after payment is made online.

Q: My bill shows a credit balance, does that mean I will get money back?  
A: A credit balance indicates that financial assistance and payments exceed charges for that term. Refunds are processed on a weekly basis after the beginning of the term. You will receive a refund in the form of a check that will be mailed to you, on the Discover Money Network feature of your BU QuickCard or deposited into your bank account. Follow the instructions on the “current balances” section to indicate your refund preference. Refunds are subject to verification and completion of federal loan paperwork and receipt of all scholarship, grant and loan proceeds.

Q: If I make changes to my schedule or changes are made to financial aid, will I see these changes on my online bill?  
A: Yes, the current balances section of the online bill show changes that have been made since the last statement was prepared.

Q: How do I get a copy of my bill?  
A: You may access a bill and print it from the online billing on MyBU.

Q: I have not used the online payment process, how does it work?  
A: Step by step instructions are provided at [http://sfs.bradley.edu/payment/online/](http://sfs.bradley.edu/payment/online/).
Q: Who do I contact if I’m having problems with getting my online payment to go through?
A: If you are having problems logging in to MyBU or the student forgets his/her BUnetID password, contact the IT Helpdesk at 309-677-2964. Additional IT Helpdesk information is located at http://helpdesk.bradley.edu/accounts/. For third parties, who forget a password, your student must reset it through Webster. Other payment process questions can be directed to the Controller’s Office at 309-677-3120.

Q: What are some of the common issues when making online payments?
A: When making an online payment, be sure that the name and address that you list matches exactly to your credit card. Another common item is when using a debit card, many have a daily limit set by the financial institution and if your payment is more than the daily limit, the payment won’t be processed.

Q: Is there anytime I should not make my payment online?
A: If you are currently on the Monthly Payment Plan and provided either a credit card number or bank account number, you will not make payments online. Your account will be charged automatically each month for the amount of the payment. You should use the online billing process for viewing purposes only.

**Payment Plan/Process Questions**

Q: What types of payment plans are available?
A: You can make a payment in full for the balance of the term. For the fall and spring term, you can also participate in the Monthly Payment Plan or the Deferred Payment Plan. More information about these plans, each plans requirements and enrollment procedures are found at http://sfs.bradley.edu/.

Q: Can I change payment plans?
A: If you are using the Monthly Payment Plan, you may switch to the Deferred Payment Plan at any time. If you initially elect the Deferred Payment Plan, you will not be able to switch to the Monthly Payment Plan after the end of July (see specific dates on the MIPP Enrollment Form).

Q: Do I need to re-enroll every year to be on the Monthly Payment Plan?
A: Yes, the online enrollment form is available sfs.bradley.edu each year between April and the end of July each year. See specific dates on the MIPP Enrollment Form.

Q: What do I need to do if I am receiving funds from a 529 plan, like College Illinois, or from an outside party such as vocational rehab, armed forces or workforce agencies?
A: You need to notify us **each term** that you are receiving funds from outside agencies. This can be done by sending an e-mail to the stufees@bradley.edu. You can also print out a copy of your bill and submit that to the Controller’s Office with the information listed on the bill.

Q: If I am receiving funds from a 529 plan, how much of my bill should I pay?
A: If you are on the Deferred Payment Plan, you can pay an estimate of the balance at the beginning of the semester or wait until after the funds are received to pay the balance. You must let the Controller’s Office know that money will be coming from the 529 plan. If you are on the Monthly Payment Plan, you need to contact the MIPP Coordinator (email: lasmith@bradley.edu) to plan your payments.

Q: I sent a scholarship check payable to Bradley University for the current payment due, but the payment is not showing as being made.
A: Scholarship checks are listed as part of the financial assistance. While the scholarship may decrease future payments, it can not be used in place of a payment.

**Financial Assistance Questions**

Q: How do I apply for a PLUS or a private student loan?
A: You can access the online process through Bradley’s web site at sfs.bradley.edu, click on educational borrowing and scroll down to PLUS program and private student loans.

Q: How and when do I apply for financial aid?
A: The FAFSA needs to be completed each year after January 1st but before March 1st. You can access the FAFSA at [www.fafsa.ed.gov](http://www.fafsa.ed.gov). Beginning in October, 2016, FAFSA availability will change. Watch sfs.bradley.edu and www.fafsa.ed.gov for more information.

Q: If I apply for a PLUS or a private student loan, should I contact the Controller’s Office?
A: If you are on the Monthly Payment Plan, it is best to contact the MIPP Coordinator so she can adjust your monthly payments accordingly. If you are on the Deferred Payment Plan and your loan is not shown on your statement, contact the Controller’s Office.

For additional information, go to [http://sfs.bradley.edu/](http://sfs.bradley.edu/)