

Billing, Payments, Refunds & More!

Understanding Your Student Account

Welcome & Introductions



Tina Sohrabi
Student Accounts Advisor



Benjamin Paniagua
Student Accounts Advisor

Contents

- 1 Welcome & Introductions
- 2 Who Is Student Financial Solutions?
- 3 Understanding Student Billing
- 4 How Payments Work
- 5 Role of Financial Aid
- 6 Student Overpayments & Refunds
- 7 Best Practices for Students
- 8 Live Q&A
- 9 Closing & Resources

Who Is Student Financial Solutions?



Student Account Services

Provides client support for account inquiries



Student Billing Services

Oversees student and third party billing and refunds



Central Cashier

Responsible for processing cash and check payments made to the University



Loan Administration

Provides support for all campus based loan programs



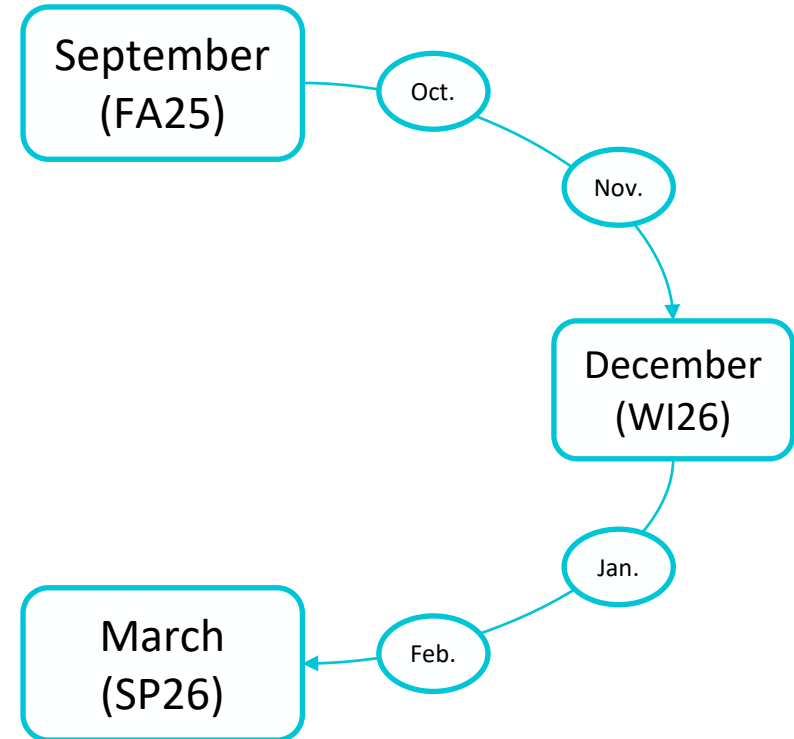
Campus Cards

Responsible for issuing campus identification cards to students, faculty, staff, and affiliates

Understanding Student Billing

“When will I be billed?”

- For **tuition and registration fees**, students are billed at the beginning of each term
- For **housing and dining fees**, students are billed quarterly
 - Those interested in monthly will receive more information from housing
- For additional fees (e.g., **parking, course materials, health services, etc.**), students can be charged anytime during the academic year
 - Generally, students are billed for auxiliary fees at the time of the transaction or service taking place
- **Each month has its own due date. Due dates do not fall on the same date each month.**



“What will I be billed for?”

- Each term you are enrolled, you will be **billed for the mandatory tuition and registration fees per your student level, full vs. part-time study status, residency status, etc.**
 - During the academic year, **tuition is charged at a flat rate** and is not prorated given number of units you are taking
- Students who live on-campus will be billed for their **housing and dining fees quarterly**. For other options, housing will be providing more information
- Other fees students are subject to may include, but is not limited to, **parking fees, course material charges, student health service fees, bookstore charges, course or lab fees, etc.**
 - For further understanding of specific fees, please contact the university department responsible

UC San Diego

UC San Diego
Student Financial Solutions
9500 Gilman Drive
La Jolla, CA 92093-0026
sfs.ucsd.edu 858-822-4727

Bearington, Torrey

STATEMENT SUMMARY

Statement Date	09/04/2024
Due Date	09/20/2024
Student ID (PID)	A12345678
Previous Account Balance	\$0.00
Current Account Balance	\$11,181.07

TOTAL DUE

\$11,181.07

Make checks payable to: UC Regents
and mail with top portion of your bill to:
UC San Diego TritonPay Office
Attn: Student Payment
9500 Gilman Drive, 0009
La Jolla, CA 92093-0009

IMPORTANT MESSAGE

AMOUNTS SHOWN IN THIS BILL REPRESENT FEES AS CURRENTLY APPROVED FOR THIS ACADEMIC YEAR. HOWEVER, ALL UNIVERSITY FEES ARE SUBJECT TO CHANGE AND THE FEE AMOUNTS BILLED FOR THIS PERIOD MAY BE ADJUSTED AT A FUTURE DATE

Statement Details

Date Posted	Term	Description	Charges	Credits
PREVIOUS ACCOUNT BALANCE			\$0.00	
Current Activity				
08/30/2024	Fall24	Fall Qtr Campus Activity Fee	\$90.42	
08/30/2024	Fall24	Fall Qtr ICA Activity Fee	\$344.11	
08/30/2024	Fall24	Fall Canyonview Facility Fee	\$22.00	
08/30/2024	Fall24	Fa Qtr Mand Hlth Ins-USHP	\$898.00	
08/30/2024	Fall24	FA Qtr Mand Mental Health Fee	\$37.14	
08/30/2024	Fall24	Fall Qtr Seventh Activity Fee	\$12.98	
08/30/2024	Fall24	Fall Qtr RIMAC Facility Fee	\$100.00	
08/30/2024	Fall24	FALL QTR STUDENT SERVICES FEE	\$430.00	
08/30/2024	Fall24	FALL QTR TRANSPORTATION FEE	\$69.57	
08/30/2024	Fall24	TUITION FALL	\$4,382.00	
08/30/2024	Fall24	Fall Qtr University Center Fee	\$110.85	
08/30/2024	Fall24	UCSA Systemwide Fee Fall A12345678	\$3.00	
08/30/2024	Fall24	Sev Coll Tran Orient Prog Fee A12345678	\$200.00	
09/03/2024	Fall24	DOCUMENT FEE - UN A12345678	\$165.00	
09/03/2024		CA HIGHER EDUC STDT HSGN GRANT FCRH		\$1,433.00
09/05/2024	Fall24	RH DOUBLE RM+DINING-QUARTERLY	\$5,719.00	
09/05/2024	Fall24	ADMIN CHARGE	\$30.00	
CURRENT ACCOUNT BALANCE			\$11,181.07	
Total Amount Due			\$11,181.07	

“Where can I view my bill?”

- You will receive your bill via **TritonPay**, the university’s **student billing and payment portal**
- **TritonPay** is where students can see their **current, past due, and total account balance**.
 - You can also view their **current account activity, review current or historical monthly billing statements**, and be **notified of when your balance is due**
- Parents can gain access to their student’s TritonPay account **if you authorize them as a payer**
 - This is done by students **sending their parent a ‘payer invite’ via TritonPay**

TRITONPAY Overview 1

My Account

Overview

Activity Details

Auto Pay

Payment Plans

Make a Payment

Transactions

Statements

Help

Sign Out

TB **Torrey Bearington**
University of California San Diego

Balance
\$3,680.24

Summary [View statements](#)

Summer Session 1	\$3,636.49
Campus Purchases/Other	\$43.75
Balance	\$3,680.24

Monthly bill due date is **Monday, June 23** at 11:59 PM PDT.

Additional Information

Credit Balance	-\$778.00
----------------	-----------

[View activity details](#)

Payment plans [View](#)

Make a payment

TritonPay Portal, showcasing the 'Overview' page

How Payments Work

“When are payments due?”

- **Tuition and Registration fees:** First monthly due date of the term (e.g., FA25: September 24th , WI26: December 19th , SP26: March 20th)
 - Due dates can be found on our [website](#)!
- **Housing and Dining fees:**
 - Quarterly installments: First billing due date of each quarter
 - Monthly installments: Each monthly billing due date
 - Pay-in-Full: Beginning of the academic year
- **Other fees:** Due by the month's due date when the transaction occurred
 - e.g., Bookstore charges, Parking fees, Student Health Services, etc.

“What payment options are there?”

- **Online Payment Options** (via TritonPay)
 - E-check
 - Credit Card / Debit Card
 - Apple Pay & Google Pay
 - 529 Savings Plan (for select providers)
 - Flywire, Convera, & TransferMate (for international options)
- **In-Person & Mailed**
 - Cash (U.S. Dollars)
 - Personal Check, Cashier's Check, Traveler's Check, Money Order

Make a Payment

- My Account
- Overview
- Activity Details
- Auto Pay
- Payment Plans
- Make a Payment**
- Transactions
- Statements
- Help
- Sign Out

Pay amount

Step 2 of 3: Payment method

1 2 3

Need to enroll in a payment plan?
 Enrolling in a payment plan takes just a few minutes and can help you spread out payments on your education expenses.
[View payment plan options](#)

How would you like to pay?

Payment amount
\$50

*** Payment method**

Torrey Bearington(****1234) **VISA**

There is a non-refundable 2.75% service fee for credit/debit card payments.

New credit or debit card

There is a non-refundable 2.75% service fee for credit/debit card payments.

New 529 Savings Plan

There is a \$10 fee for 529 payments

International payment

Payment may take 5-7 business days to post after completing the steps with your bank.

Secure encrypted payment

Cancel Continue

TritonPay Portal, showcasing the 'Make a Payment' page

“How long are typical payment processing times?”

- **For online payments:** instantly*
- **For in-person payments:**
 - Made before 3 pm: same business day
 - After 3 pm: by next business day
- **For mailed payments:** 1-2 business weeks

*Only exception is **international payments**, which can have a pending period of 7-10 days

“Where do I send a mailed payment?”

- Mailed payments should be addressed to the TritonPay Office:

TritonPay Office

Attn: Student Payment

9500 Gilman Dr. MC 0009

La Jolla, CA 92093-0009

- Please ensure your mailed payment includes your name and PID number
- For check payments, they are made payable to “UC Regents”

“Do any payment options include a service fee?”

- The current online payment options include the following service fees*:
 - **E-check**: \$0.50, flat fee
 - **Credit / Debit Card, Apple Pay, GooglePay**: 2.75%
 - **529 Savings Plan**: \$10, flat fee
 - **International Payment Options**: varies on vendor

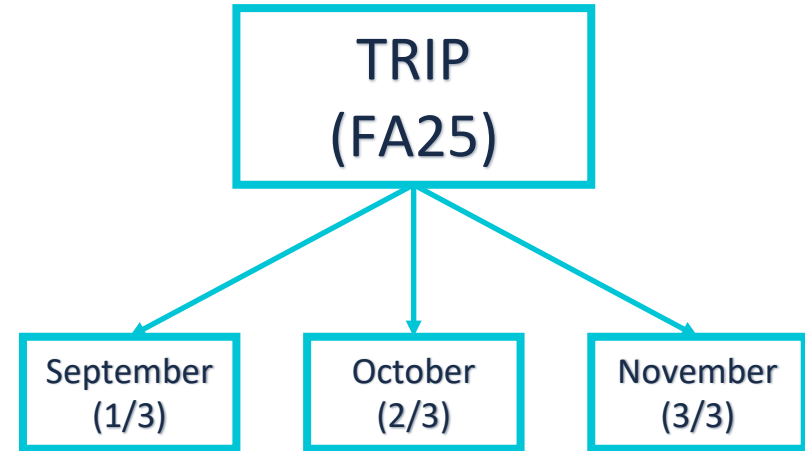
*Service fees are managed by our payment processor and are **subject to change**.

“Are there any consequences for late payments?”

- If a payment is received **after the billing due date**, you may:
 - Receive a **financial hold** from our office
 - Be **dropped from their course(s)**
- Financial holds from our office are for having **a past due balance on your student account**. The hold prevents adding/dropping any classes and future term enrollments
- Course cancellation occurs **once per quarter, after the billing due date, for students who still have not paid for their mandatory tuition and registration fees** before the drop date
- Our office **does not** charge students late fees

“Are there any payment plans for students?”

- Our office offers the **Triton Registration Installment Plan (TRIP)** for students who need help paying for their mandatory tuition and registration fees
- TRIP **only** applies to tuition and registration fees, and splits the total amount due for the quarter into **three monthly installments**
- Each installment is due by its monthly billing due date
- For TRIP, **autopay** enrollment is an option
- To enroll in TRIP, there is a **\$40 enrollment fee**
 - TRIP payment plan **does not** gain interest



Payment Plans

- My Account
- Overview
- Activity Details
- Auto Pay
- Payment Plans**
- Make a Payment
- Transactions
- Statements
- Help
- Sign Out

Current plans

Plan	Paid	Rem
S125: Triton Registration Installment Plan (TRIP)	\$701.74	\$701.75

Set up auto pay
Make your payments on time, automatically!

Need to enroll in a payment plan?
Enrolling in a payment plan takes just a few minutes and can help you spread out payments on your education expenses.

[View payment plan options](#)

Payment Plans

S125
Triton Registration Installment Plan (TRIP)

\$701.75
Next payment due 7/28/25

Paid \$701.74 | Remaining \$701.75

Payment plan is only for mandatory tuition and registration fees. If you need a payment plan for undergrad housing charges, review your Housing portal to update your contract

Payment Schedule

- \$701.74**
Payment received
- 2**
\$701.75
Payment due 7/28/25

Set up auto pay
Make your payments on time.

[Make a payment](#)

Example of TRIP enrollment

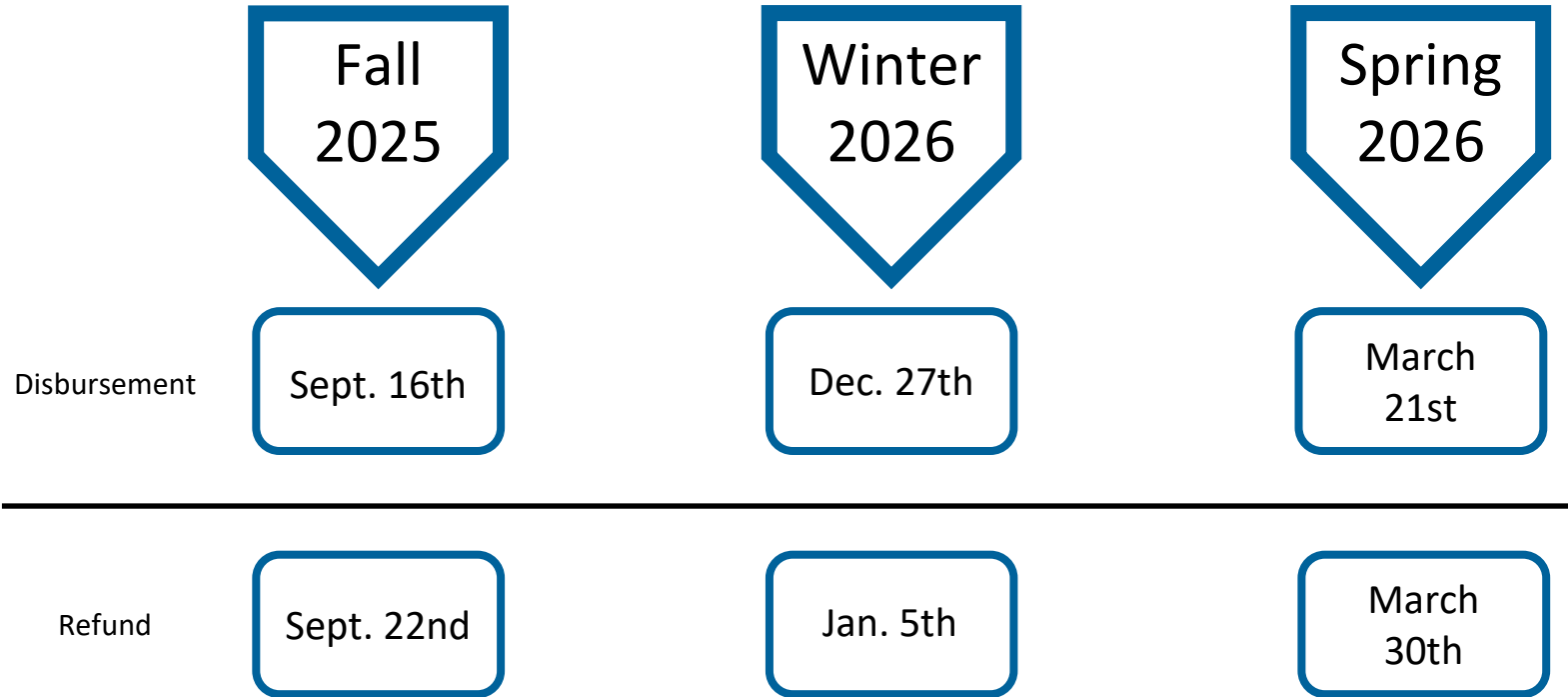
Role of Financial Aid

“Who manages my financial aid?”

- Once you have completed your FAFSA application and submitted it to UC San Diego, it is up to the **Financial Aid & Scholarships Office** to determine your aid eligibility
- The Financial Aid & Scholarships Office also manages the following
 - Putting together your aid package
 - Disbursing financial aid awards to your TritonPay account
 - Making any future adjustments (if need be)

“How will I receive my financial aid?”

- The **Financial Aid & Scholarships Office** disburses financial aid **once per term** to your student account
- Once you have been offered your awards, you will need to accept or decline the offered awards via TritonLink
- After accepting, there may be additional tasks for you to complete before you can receive aid
- Once that has been completed, the aid disbursements for each quarter should follow this timeline...



UC San Diego

UC San Diego
Student Financial Solutions
9500 Gilman Drive
La Jolla, CA 92093-0026
sfs.ucsd.edu 858-822-4727

Bearington, Torrey

STATEMENT SUMMARY

Statement Date	10/01/2024
Due Date	10/18/2024
Student ID (PID)	A12345678
Previous Account Balance	\$11,181.07
Current Account Balance	-\$11,181.07

TOTAL DUE

\$0.00

Make checks payable to: UC Regents
and mail with top portion of your bill to:
UC San Diego TritonPay Office
Attn: Student Payment
9500 Gilman Drive, 0009
La Jolla, CA 92093-0009

IMPORTANT MESSAGE

AMOUNTS SHOWN IN THIS BILL REPRESENT FEES AS CURRENTLY APPROVED FOR THIS ACADEMIC YEAR. HOWEVER, ALL UNIVERSITY FEES ARE SUBJECT TO CHANGE AND THE FEE AMOUNTS BILLED FOR THIS PERIOD MAY BE ADJUSTED AT A FUTURE DATE

Statement Details

Date Posted	Term	Description	Charges	Credits
PREVIOUS ACCOUNT BALANCE			\$11,181.07	
Current Activity				
09/18/2024		UCSD PATHWAY GRANT A12345678		\$1,271.00
09/18/2024		UCSD GRANT-IN-AID A12345678		\$6,516.00
09/18/2024		FEDERAL PELL GRANT A12345678		\$2,465.00
09/18/2024		E-Check Payment T12345678		\$729.07
09/18/2024		E-Check Payment T01234567		\$200.00
CURRENT ACCOUNT BALANCE			-\$11,181.07	
Total Amount Due			\$0.00	

“What is Student Financial Solutions’ role in financial aid?”

- Our office supports student billing, payments, and refunds. We work closely with Financial Aid & Scholarships Office to:
 - **Understand** how financial aid disbursements are applied to your balance
 - **Refund** leftover credits to you
 - **Process** outside your agency scholarships
- We can help students, and your authorized payers, better **understand billing, aid application, and refunds.**

Sending Outside Agency Scholarships

- Student Financial Solutions processes external scholarship checks & award letters, enabling Financial Aid & Scholarships Office to include them in your aid packages & to disburse those funds.
- Mailed scholarships should be sent to the TritonPay Office:

TritonPay Office

Attn: Scholarships

9500 Gilman Dr. MC 0009

La Jolla, CA 92093-0009

- Please ensure the mailed payment includes the student's name and their PID number
- For scholarship check payments, they are made payable to "UC Regents"

Student Overpayments & Refunds

“What is an overpayment? A credit balance?”

- When a payment is made to your account that is **more than the total account balance**, that would mean **an overpayment has been made**
- Overpayments would **result in a credit balance** on the account, which would **appear as a negative balance**
- Overpayments are typically a result of receiving an excess in financial aid or having charges adjusted after paying in full*
- When there is a credit balance, **you may be eligible for a refund** from our office

*Overpayments can't be made online, via TritonPay, or in-person. Our office **does not encourage** parents or students to make **overpayments**.

TRITONPAY Overview 1

My Account
Overview
 Activity Details
 Auto Pay
 Payment Plans
 Make a Payment
 Transactions
 Statements
 Help
 Sign Out

TB **Torrey Bearington**
 University of California San Diego

Balance
\$0

Summary [View statements](#)

Your account does not currently have any outstanding charges.

Monthly bill due date is **Monday, July 28** at 11:59 PM PDT.

Additional Information

Credit Balance	-\$2,426.51
----------------	-------------

[View activity details](#)

Payment plans [View](#)



Need to enroll in a payment plan?

Enrolling in a payment plan takes just a few minutes and can help you spread out payments on your education expenses.

TritonPay Portal, showcasing a credit balance on the 'Overview' page

Activity Details

My Account

Overview

Activity Details

Auto Pay

Payment Plans

Make a Payment

Transactions

Statements

Help

Sign Out

University of California San Diego

Name: Bearington, Torrey

Student ID: A12345678

Current Term Charges & Payments

Transaction Date	Term	Category	Description	Charges	Credits	Balance	Statement Date
2025-06-23			E-Check Payment T01234567	\$0.00	\$94.11	\$0.00	2025-07-01
2025-06-24			E-Check Payment T12345678	\$0.00	\$2,520.49	\$0.00	2025-07-01
2025-06-27	S225	Reg	SUM SESS ICA ACTIVITY FEE	\$172.06	\$0.00	\$0.00	2025-07-01
2025-06-27	S225	Reg	Sum Canyonview Facility Fee	\$11.00	\$0.00	\$0.00	2025-07-01
2025-06-27	S225	Reg	Sum Ses RIMAC Facility Fee	\$50.00	\$0.00	\$0.00	2025-07-01
2025-06-27	S225	Reg	Sum Ses University Center Fee	\$55.43	\$0.00	\$0.00	2025-07-01
2025-06-27	S225	Reg	Summer Session 2 Tuition	\$1,116.00	\$0.00	\$0.00	2025-07-01
2025-07-03			DIR LN-PARENT PLUS SUM A12345678	\$0.00	\$3,831.00	\$2,426.51	
Total Account Balance							-\$2,426.51

TritonPay Portal, showcasing a credit balance on the 'Activity Details' page

“How are refunds received?”

- When you have a credit balance on your student account, you should **request a refund from our office before we can begin processing your refund**
 - Students can request a refund by submitting the **Student Refund Request Form** to our office, via the **Services & Support Portal**
- When a refund request is approved, we will issue the refund to either...
 - Your **direct deposit account**, or
 - Your **current mailing address** on file
- If a student is enrolled in direct deposit, our office will issue the refund directly to your DD. Otherwise, we will send a refund check to your current mailing address on file at that time.

“How long do refunds take to be received?”

- If enrolled in **direct deposit** at the time of your refund
 - **2-3 business days** from the issue date
- If not, a **refund check will be mailed**, which can take
 - **1-2 business weeks** from the issue date
- Since our office processes different refund types each weekday, we ask that you
 - **Submit** the Student Refund Request Form
 - **Wait** for the form approval, and
 - **Monitor** your school email for updates from our office on when we have issued the refund

Best Practices for Students

Your Fall Checklist

1. Complete Required Financial Aid Tasks
2. Enroll in Direct Deposit
3. Waive UCSHIP (if applicable)
4. Opt-in for electronic 1098-T
5. Authorize your parent(s) or family members as payers

Live Q&A

Closing & Resources

For Follow Up Questions

- You can contact our office by...
 - Submitting a ticket through the **Services & Support Portal**
 - Calling us at **858-946-4160**
 - Visiting in-person at the **TritonPay Office**
 - Located first floor Student Services Center, Suite 170
 - Open Weekdays from 10 am – 4 pm
 - For additional resources...
 - Find our **Knowledge Base Articles** on the Services & Support Portal
 - Visit our website at **sfs.ucsd.edu**
 - Follow our **Instagram @ucsdfs**

Thank You and Welcome to UCSD!