William Woods University Office of Student Financial Services

BILLING AND PAYMENT

Frequently Asked Questions

When do I receive my bill?

- An electronic statement notice is sent to your WWU email around the 10th of each month from WebPayments@williamwoods.edu. Statements are housed online through the CASHNet system in Owlnet.

- To view your monthly statement, access the Student Financial Services page in Owlnet and click on the blue "Pay Your Bill Online" button or the "Go to CASHNet" link.

- There are no mailed paper statements.

How am I contacted by the Office of Student Financial Services?

- All contact from SFS will be sent to your WWU issued email.

- Occasional "snail mail" is also sent, so keep your address current with the Registrar's Office.

What is the Financial Aid Portal?

- The Financial Aid Portal is where you can check on the status of any aid you are receiving, either federal or private.

- To access, go to www.williamwoods.edu. Select the "New and Current Students" link in the top right pull-down menu.

- Select Financial Aid Portal and sign in (this login is not the same as Quicklaunch; please contact SFS with any questions).

How do I see my account information?

- For 24/7 real-time account balances and information, log in to WWU Quicklaunch and select the "Student Financial Services" icon.

- Select the "My Account Balances" link.

- Click "View Account Details & History" to view a complete history of your student billing account at the University.

What is Owlnet?

Owlnet is a resource portal for all students attending WWU.

- To access, go to www.williamwoods.edu.

- Select "New and Current Students" link in the top right.

- Select "Quicklaunch" and sign in (University IT provides you with the password).

- Then select the "Owlnet" icon.

**Please note that Student Financial Services has its own icon under the Quicklaunch that will navigate you directly to the SFS page within Owlnet.

Owlnet
your exclusive access to *The Woods*

How can I pay my bill?

- Mail: *(allow two weeks processing)*
  - » Cashier's Check
  - » Money Order
  - » Personal Check
    William Woods University
    Attn: Cashier
    One University Ave
    Fulton, MO 65251
- Online:
  - » Access the CASHnet system via Owlnet.
  - » Credit/debit cards (transaction fee applied)
  - » E-Check (Electronic check) (no transaction fee, allow seven days processing)

***Please note that the assigned WWU account belongs to the student, due to legal and federal regulations. We will not discuss financial information with anyone else unless we have a FERPA Release of Information from the student giving us permission. This form is located at the bottom of the Financial Services page on Owlnet.**

When is my balance due?

Billing and financial aid are processed on a term-by-term basis; however, payment in full or arrangement for payment (including financial aid or payment plan) is due on or before the first day of each course in order to prevent late fees, holds on future registration, and delay of transcript/diploma processing.

What happens if I don't have arrangements for payment before the first day of classes?

- Any course not covered in full by the first day of class (unless other arrangements made with SFS) is subject to a late fee of $75 per sub-term (each 8-week session).
- There will also be a hold on future registration and delays of transcript/diploma processing.

What if I have scholarships, loans, employee reimbursement, etc. to cover the cost of my charges?

- All approved financial aid will show on your WWU billing account as anticipated.
- If your aid is missing, check your Financial Aid Portal to ensure you have accepted your awards and completed all necessary steps prior to the first day of classes.
- Contact SFS before the due date to discuss any other payment methods (ie: payment plans, employee reimbursement, or outside scholarships).

When do I file the FAFSA if I want federal aid?

- It is *not* required that you file the FAFSA (Free Application for Federal Student Aid), but it is recommended.
- The FAFSA generally becomes available December 1st of each year for the following academic year.
- The FAFSA is available through June 30 of the current academic year. **Please note that the FAFSA becomes unavailable *before* the end of the current academic year and federal aid *cannot* be processed without it.
- Timeline example: The 2023-2024 academic year runs Fall 2023 through Summer 2024. The 2023-2024 FAFSA is open October 1, 2023 and closes June 30, 2024.

What are my payment plan options?

- WWU offers payment plans for the Fall (July- November) and Spring (December-April) terms. **Please note the Summer term is not eligible for a payment plan.
- You may sign up through the CASHNet system on Owlnet after you register for courses and receive your first billing statement for each new term. Once logged in to CASHNet, select the "Set up Installation Payment Plan" option and follow the prompts. You must re-enroll each term.
- The enrollment fee each term is $35 and allows you to set up a maximum of 5 payments for the current term based on your enrollment date. Enrollment for Fall may open as early as July 1, and enrollment for Spring may open as early as December 1.
- You will receive no interest charges, late fees or finance charges as long as your established plan covers the full balance on your WWU account and all payments are made in full by any established due dates.
- Payment plans may be combined with any financial aid that is reflected on your WWU billing account.