



Bursar Information

Facts for Undergraduates

Payment Information:

A new online system called QuikPAY is available for all students to view and/or print their bills and make payments online! Features include the ability to make online payments 24/7 via check or credit card (a 2.75% processing fee applies to credit card transactions and the E-check is available at no cost. Visa is NOT accepted) authorize third parties to view and/or pay bills, view and print current and past bills, be notified by e-mail when new bills are available, and confirm payments immediately. To access QuikPAY log on to your SPIRE account (<http://spire.umass.edu>) and navigate to Student Center → Finances → “View/ Pay Bill.” **Note:** The University no longer sends paper bills.

Tuition Management Systems (TMS):

TMS is an interest-free payment plan service, which allows the bill payer to spread the cost of education over a five-month period for one semester or a ten-month period for one academic year. You decide how much you want to budget monthly and TMS will bill you accordingly and then forward the payments directly to the UMass Bursars Office. It is important to know that TMS has no direct access to the student’s individual bills so you should not take advice on budget amounts from them. Make sure to contact the Bursar’s Office directly if you are unsure of the amount you should budget with Tuition Management Systems. You can contact TMS at 1-888-216-4258 or visit www.afford.com/umassamherst to get more information or to enroll. The deadline to enroll for the fall 2009 semester is August 12, 2009. **Note:** There is an enrollment fee.

Excess Express:

Don’t wait in line to pick up your refund check! Sign up for Excess Express and have your refund automatically deposited into the U.S. bank account of your choice. To enroll, log on to SPIRE, navigate to the Student Menu → Finances → “Excess Express.” There you will follow the instructions and enter your banking information. Check our website at www.umass.edu/bursar for more details! You will receive an email on your OIT UMail account when your excess money is available.

Online Health Insurance Waiver:

Do you carry your own health insurance? If so, you may have the option to waive the Student Health Insurance charge. To waive this charge online go to SPIRE at <http://spire.umass.edu> and before logging in navigate to “Health Insurance Waiver” on the bottom right corner of the SPIRE page. Students must waive the health insurance at the beginning of each academic year. The deadline for Fall 2009 is at the end of add/drop. Upon completion of the online waiver form you will be sent an e-mail confirmation. If you do NOT waive the Student Health Insurance for Fall 2009, you may NOT waive it for the Spring 2010 semester unless you are a new student. Please be aware if you are a new student for the Spring 2010 semester and want to waive your health insurance, the deadline to do so is at the end of the add/drop period for the Spring 2010 semester.

FERPA:

The Family Educational Rights and Privacy Act is a federal law protecting the confidentiality of your student records. In compliance with FERPA, UMass Amherst MUST have the student’s written permission to release information. You can provide permission by filling out a FERPA privacy waiver online through your personal SPIRE account. Completing the waiver will allow whomever you designate to communicate with the university about your bill, financial aid, and housing by providing each office with the 4-digit access code that you set up. You may also edit your FERPA waiver at any time to change or eliminate your designees. The FERPA privacy waiver is limited to two categories of information: finances and housing. It does not allow your designees to access your academic information (such as your grades.) Fill out the FERPA privacy waiver through SPIRE; navigate to the Student Menu→ Holds & to Dos→ “FERPA privacy waiver.” **Note:** Having FERPA access is NOT the same as authorized payer access under QuikPAY.

Bursar’s Office:

Don’t forget that you have access to your bill at all times through SPIRE (<http://spire.umass.edu>) and QuikPAY. It is your responsibility to monitor your bill in order to ensure that all payments, scholarships, and financial aid are credited properly. Also, please note any service indicators that might bar your registration in classes. If you have questions regarding your Bursar bill, please contact our office at bursar@admin.umass.edu or 413-545-2368. Our teller office hours are Mon-Fri 9am-4pm and our Customer Service Center is open Mon-Fri 9am-5pm. Fee schedules, fee explanations, and more can be found at our website at www.umass.edu/bursar. When calling the Bursars Office please make sure to have the students name, ID number, and FERPA access code available upon request. If you are a student making any type of request, i.e.: meal plan changes, excess check info, mailing a refund, etc. you must email the Bursar’s Office from your OIT UMail account.

