

**NATIONAL UNIVERSITY OF SINGAPORE**  
Office of Financial Services  
Level 3, Tan Chin Tuan Wing, University Hall

**PAYMENT OF FEES FOR SEMESTER 1, ACADEMIC YEAR 2014/2015**

**Student Billing**

1. Students will be informed via email notice sent to their NUS email account to view their Student Bill online at least 2 weeks before the scheduled deadline for fee payment. A step-by-step guide for viewing student bill and account transactions is available online [*myISIS* Login (<https://myisis.nus.edu.sg>) → Self-Service → Student Center → User Guide – Others (right-hand side) → “How to view my bill / account”].
2. All students are strongly encouraged to check their current semester’s student bill as soon as it is available. Clarifications over the Student Bill, if any, should be submitted to the Office of Financial Services via email at ‘OFNBox3@nus.edu.sg’ within the semester.

**Online Access to Student Bill**

3. Students can access their Student Bill online as per the following schedule.

| S/No | Student Type   | Bill Type                | Access to Student Bill from                        |
|------|--|--------------------------|--|
| a.   | Undergraduate and graduate students billed on a semester basis (excluding non-graduating students, graduate students taking self-financing courses, undergraduates taking part-time courses and all students during special terms) | Preliminary Student Bill | <b>11 August 2014</b>                              |
| b.   | All students other than those paying on a modular basis  | Actual Student Bill      | <b>11 August 2014</b>                              |
| c.   | Students paying fees on a modular basis  | Actual Student Bill      | 3 working days after the “Add/ Drop module” period |

4. As the fees for Semester 1 may have been charged prior to the release of Special Term Part 2 examination results, please ignore the Student Bill for semester 1 if you have fulfilled your degree’s graduating requirements in Special Term Part 2 (***Relevant to Semester 1 studies only***).

**Due Date**

5. Tuition/Research, Mandatory Miscellaneous Fees / Student Services Fee + Health Services Fee & Residence Fees are payable in advance for each semester. Residence Fee will be billed by the individual hostels or residences.

6. The fee payment due dates for Semester 1, Academic Year 2014/2015, are as follows:

- by **22 August 2014** - For all postgraduate students taking self-financing courses and who have not signed up for GIRO payment, excluding students who are charged fees based on the number of modules taken.
- by **3 October 2014** - For all students paying via GIRO, a GIRO deduction is scheduled for 3 October 2014. Please ensure that there is sufficient fund in your "Debit Bank Account" for GIRO deduction.
- by **3 October 2014** - For all other students who do not fall in either of the above categories.

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If the 'Debit Bank Account' is not under your name, please inform the account holder to maintain sufficient funds in the account by 1 October 2014 for the GIRO deduction.

7. All undergraduate, graduate and non-graduating students who leave the University after the second instructional week of a semester (excluding the Orientation week in semester 1) are liable to pay fees for the entire semester. Request for partial payments will not be considered.

**8. If someone else is paying your Student Bill, please inform him/her of your fee payment due date and pay your Student Bill by the due date. In order to maintain student's privacy, OFS will only communicate with students directly on fee payment matters.**

### **Late Payment Charge**

9. Students are requested to pay their fees in full by the respective fee payment due date as a late payment charge of \$25 will be imposed for any outstanding fees after the respective payment due date.

### **Consequences of Non-Payment by Due Date**

10. Should fees remain outstanding after the relevant fee payment due date, a Negative Service Indicator (NSI) will be tagged against your student account and you will not be able to receive your results transcript, your thesis will not be examined (for research students), student status / conferment letter will be withheld, you will be unable to view exam results / enroll for any modules and your degree scroll will be withheld (for graduating students).

Student with outstanding fees may also be terminated from their candidature of study with the University.

### **Modes of Payment**

11. Students may only pay their Student Bill via GIRO, NETS, cheque / bank draft, cash, telegraphic transfer, internet banking (using "Bill Payment / Payment" option) or credit / debit cards (online only). Note that payment via any other modes of payment may result in unnecessary delay in crediting your student account with the payment. Please refer to Appendix 1 for details.

12. For students paying via GIRO, please note that the University will not inform students or the GIRO Debit Bank account holders of failed GIRO deduction. Students are encouraged to check their GIRO Debit Bank account or their online student account in *myISIS* 3 working days after the GIRO deduction date so as to determine if their GIRO deduction is successful or if payment is still required for outstanding fees, if any. For students with successful GIRO deduction and double-paid with credit card, refund of credit balances arising will be made to the credit card used for payment. Depending on the credit card issuer, please note that the refund may take up to one month to be credited back to your credit card.
13. Non-GIRO paying students are requested to pay via other cashless modes of payment. If they are paying with NETS at the Student Service Centre (SSC), they should print a copy of the online Student Bill and bring it along for payment at SSC's Cashier counter.
14. Students may check the latest status of their student accounts, make e-payment or print their student bills by accessing the requisite URL in *myISIS* Student Center. Based on the mode of payment adopted, payments received would be updated to the Student Account as per the following table. Taking into account the mode of payment adopted, student should check their student account to ensure that their payment has been properly updated. Any discrepancy should be highlighted by writing in to [OFNBox3@nus.edu.sg](mailto:OFNBox3@nus.edu.sg) with proof of payment along with student's matriculation number.

**Different Modes of Payment -  
Turnaround time for Updating Student Account**

| <b>S/No</b> | <b>Modes of Payment</b>             | <b>Number of Working Days to Update Student Account, <u>excluding</u> day on which payment is made<br/>(Assuming no System downtime and number of days counted from OFS receipt of payment)</b> |
|-------------|-------------------------------------|---|
| <b>1</b>    | Cash at SingPost                    | 1 working day   |
| <b>2</b>    | NETS at SSC                         | 1 working day   |
| <b>3</b>    | Telegraphic Transfer                | Minimum 7 working days, depending on details in T/T payment instructions  |
| <b>4</b>    | <u>Domestic</u> Cheque / Bank Draft | 5 working days  |
| <b>5</b>    | <u>Foreign</u> Cheque / Bank Draft  | At least 1 calendar month   |
| <b>6</b>    | E-Payment (E-NETS/Debit/Credit)     | 1 working day   |
| <b>7</b>    | Internet Banking                    | 1 working day   |
| <b>8</b>    | GIRO                                | 3 working days from date of funds deducted from payer's bank account  |

**Update of Address**

15. Please ensure that you have updated your "Mailing Address" and "Payment Address" with the University through the Student Center in *myISIS*.

## **Enquiries**

16. For enquiries, please visit Student Service Centre, Level 1, Yusof Ishak House, or telephone us at telephone numbers (65) 65161177 or email us at [www.askstudentservice.nus.edu.sg](http://www.askstudentservice.nus.edu.sg).

Wang Twee Yong  
Senior Associate Director  
Office of Financial Services

## **Appendix 1**

### **Modes of Payment**

#### **Payment of Tuition Fees through Inter-bank GIRO**

1. In *myISIS*, a student who signs on the GIRO scheme can maintain both a "Credit Bank Account" and a "Debit Bank Account".
2. The "**Credit Bank Account**" will be used for refund of all amounts payable to students, such as but not limited to refund of tuition fees, deposits, financial aid and reimbursement of expenses.
3. "Credit Bank Account" of graduate Research Scholars will be based on the current Bank account where their monthly stipend is credited to while that of NGS, ISS and CQT students will be based on what they had submitted to their respective school. For other students, please submit your Credit Bank Account details online.
4. To ensure that the refunds are credited to your desired "Credit Bank Account", all students are strongly encouraged to check their "Credit Bank Account" at the Student Center in *myISIS*. To update your "Credit Bank Account", please terminate the existing "Credit Bank Account" and then re-submit the new "Credit Bank Account" details. Please allow up to 2 working days for the change to be effected.
5. For students who do not wish to sign-up for the GIRO scheme, refunds will be made in the form of cheque / bank draft. To ensure that the cheque / bank draft reaches you, students are strongly encouraged to maintain an up-to-date payment address via accessing the Student Center in *myISIS*.
6. The "**Debit Bank Account**" is used for GIRO deduction for payment of Tuition Fee, Mandatory Miscellaneous Fees / Student Services Fee + Health Services Fee, Hostel Charges and other fees for services rendered such as Transcript Fee, Card Replacement Fee and SRC Court Booking Fee.
7. For students paying via GIRO, an email notice will be sent to students' NUS email account about 2 weeks before the GIRO deduction due date informing them of the scheduled deduction.
8. Students may view the amount deductible via GIRO from *myISIS* Student Center.
9. The exact amount deductible via GIRO will be based on the amount reflected in the Student's Account, **4 working days prior to the scheduled date of deduction**. For example, if a GIRO deduction is scheduled for 3 October 2014, the amount deductible on the scheduled GIRO deduction date will be based on the outstanding fee payable reflected in the Student Center on 29 September 2014.
10. For the benefit of students, any amount credited into the Student Account on 29 and 30 September 2014 will reduce the amount deductible via GIRO on 3 October 2014. Any adjustment of fees payable on 1 and 2 October 2014 itself will not affect the amount deductible via GIRO on 3 October 2014. For example, if the amount to be deducted via GIRO is reflected as \$1,000 on 29 September 2014 but was subsequently adjusted downwards to \$500 on 30 September 2014 due to crediting of a scholarship award, then only \$500 will be deducted via GIRO on 3 October 2014. Any upward adjustment of fees from 29 September 2014 will be deducted during the next round of scheduled fee deduction.

11. Students are advised to maintain sufficient funds in their bank accounts to meet the full payment as partial deduction will not be carried out. Students are required to inform the account holder of the deduction date and amount if the fees are to be deducted from a third party bank account. The University and some banks will impose late fee and administrative fee respectively if the deduction is unsuccessful.
12. Students who wish to sign on the GIRO "Debit Bank Account" payment scheme as well as students who have signed on the GIRO "Debit Bank Account" scheme but subsequently change their Student number are required to access and fill up the GIRO application form online, print, sign and submit the new GIRO application form. The above process also applies to pre-existing GIRO "Debit Bank Account" arrangement for those who wish to change or terminate their pre-existing arrangement. All Forms must be submitted to either the Student Service Centre or the Registration Centre (during annual matriculation only) by **25 August 2014** or within 3 weeks of submitting the "Debit Bank Account" details online in CS, whichever is earlier.

### **Payment of Tuition Fees through NETS**

13. For students who intend to pay by NETS, please note that there is a **daily NETS transaction limit of \$2,000 imposed by the Banks**. Students who need to pay an outstanding Student Bill of more than \$2,000 are advised to adopt other modes of payment such as Internet Banking which effectively allows the student to pay directly from their Bank account.
14. Payment of fees through NETS can be made at the Student Service Centre, Level 1, Yusof Ishak House. Please note the following opening hours:

|                            |             |                     |
|----------------------------|-------------|---------------------|
| Student Service Centre     | ) Mon – Thu | : 9.00 am – 5.30 pm |
| Level 1, Yusof Ishak House | ) Fri       | : 9.00 am – 5.00 pm |

### **Payment of Tuition Fees by Cheque or Bank draft**

15. Cheque or bank draft drawn on a bank in Singapore should be crossed and made payable to the "National University of Singapore". All payments must be made in Singapore currency.
16. Please write your Student number, full name and telephone number on the reverse of your cheque and attach it to the bill.
17. Please mail your cheque to "Office of Financial Services, National University of Singapore, University Hall, Tan Chin Tuan Wing, UHT#03-02, 21 Lower Kent Ridge Road, Singapore 119077" or deposit it in the cheque deposit box located at the Student Service Centre, Level 1, Yusof Ishak House.

### **Payment of Tuition Fees by Internet Banking**

18. Payment to NUS may be made via the Internet Banking platform of DBS, OCBC, UOB and Maybank (using "Bill Payment / Payment" option). To facilitate the crediting of payment made to your student account, please indicate your A-series Student Number in the payment details.

### **Payment of Tuition Fees through Online Credit / Debit Card Payment**

19. Students may also opt to pay their student bill online using Credit / Debit card. Online payment may be made via the Student Center in *myISIS*.

### **Payment of Tuition Fees by Cash**

20. For students who wish to pay their **outstanding fees** in **cash only**, they are required to make payment at Singpost Post Offices. A complete list of Post Offices location and operating hours is available online at: <http://www.singpost.com/> or call 1605. Students are required to print a copy of the online Student Bill (bar-coded at the bottom of the Bill) of **not more than 2 working days' old from the date of payment** and bring it along when making full payment for the outstanding fees stated on the Student Bill. Students who do not print a copy of the Student Bill or who are not making the full payment (in cash only) will not be accepted for payment at SingPost. Upon payment made, the student will be issued with a payment receipt and student is requested to keep this receipt for future reference. Note that all payment due dates and any arising penalty charges for late payment will still apply.

### **Payment of Tuition Fees by Telegraphic Transfer (TT)**

21. For students who are utilizing telegraphic transfer as a mode of payment, please remember to clearly state your **Student Number** as part of the payer details with payment made to the following:

|                       |   |  |
|-----------------------|---|--|
| NUS BANK ACCOUNT NAME | : | NATIONAL UNIVERSITY OF SINGAPORE   |
| NUS BANK ACCOUNT NO.  | : | 032-000313-3   |
| BENEFICIARY'S BANK    | : | DBS BANK LTD, SINGAPORE  |
| BRANCH                | : | DBS Great World City   |
| BANK ADDRESS          | : | 12 Marina Boulevard, DBS Asia Central<br>Marina Bay Financial Centre Tower 3<br>Singapore 018982 |
| SWIFT CODE FOR TT     | : | DBSSSGSG   |

Please note that the above bank account is strictly for purpose of TT payment. Do **NOT** directly deposit or transfer any funds into this account.

***Please note that all bank charges for TT are charged to the student's account.***