

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

**PAYMENT OF FEES FOR SPECIAL TERM PARTS 1 AND 2, 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. The online preliminary Student Bill will not be available to all students taking courses during Special Term.
4. Students taking courses during the Special Term can access their actual online student bill (before crediting of Financial Aid for Financial Aid holders) **3 working days after the “add/drop module” period** of the applicable term. The actual student bill with Financial Aid reflected on the student bill is available from about **10 June 2015** and **22 July 2015** for Special Term Parts 1 and 2 respectively.
5. Students who wish to apply for the CPF Education Scheme with effect from Special Term 1 of AY14/15 may do so **from 30 March to 27 April 2015**.

Due Date

6. Tuition/Research and Mandatory Miscellaneous Fees / Student Services Fee + Health Services Fee are payable in advance for each semester.
7. The fees payment due dates for Special Term Parts 1 and 2, Academic Year 2014/2015, are as follows:
 - For Special Term Part 1 - by **16 June 2015** (for all students, including students who are enrolled on the GIRO scheme); and
 - For Special Term Part 2 - by **28 July 2015** (for all students, including students who are enrolled on the GIRO scheme).

Students paying via GIRO are to ensure that there is sufficient fund in their “Debit Bank Account” for GIRO deduction.

8. Student who drops a module(s) after the first week of the special term is liable to pay fees for the dropped module(s). Request for partial payments will not be considered.

- 9. If someone else is paying your Student Bill, please inform him/her to 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

10. 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

11. 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

12. 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.
13. For students paying via GIRO, please note that the University will not inform students or the GIRO Debit Bank account holders of unsuccessful 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 to ascertain if their GIRO deduction is successful or if payment is still required for outstanding fees, if any.
14. 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.
15. Students may check the latest status of their student accounts, make e-payment or print their student bills by accessing the requisite URL in the Student Center via *myISIS*. 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 with details and proof of payment along with student's matriculation number.

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

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

Update of Address

16. Please ensure that you have updated your "Mailing Address" and "Payment Address" with the University through the Student Center in *myISIS* by **8 May 2015**.

Enquiries

17. For enquiries, please call at 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.

Wang Twee Yong
Senior Associate Director
Office of Financial Services

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 maintaining 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 16 June 2015, the amount deductible on the scheduled GIRO deduction date will be based on the outstanding fee payable reflected in the Student Center on 10 June 2015.
10. For the benefit of students, any amount credited into the Student Account between 10 and 11 June 2015 will reduce the amount deductible via GIRO on 16 June 2015. Any adjustment of fees payable on 12 and 15 June 2015 itself will not affect the amount deductible via GIRO on 16 June 2015. For example, if the amount to be deducted via GIRO is reflected as \$1,000 on 10 June 2015 but was subsequently adjusted downwards to \$500 on 11 June 2015 due to crediting of a scholarship award, then only \$500 will be deducted via GIRO on 16 June 2015. Any upward adjustment of fees from 10 June 2015 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 existing GIRO "Debit Bank Account" arrangement for those who wish to change or terminate their existing arrangement. All Forms must be submitted to either the Student Service Centre, the Registration Centre (during annual matriculation only) by **11 May 2015** or within 3 weeks of submitting the "Debit Bank Account" details online in CS, whichever is earlier.
13. Due to the relatively short time frame for Special Term Part 2, neither new GIRO application nor change of GIRO "Debit Bank Account" will be accepted for processing for Special Term Part 2.

Payment of Tuition Fees through NETS

14. 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 his Bank account.
15. 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

16. 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.
17. Please write your **Student number, full name and telephone number** on the reverse of your cheque and attach it to the bill.
18. 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

19. 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

20. 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

21. 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)

22. 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 Marina Bay Financial Centre Tower 3 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.