

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

**PAYMENT OF FEES FOR SEMESTER 1, ACADEMIC YEAR 2009/2010**

**Student Billing**

1. All students in NUS, with the exception of the categories of students in the stated scenarios indicated in paragraph 2, will not receive hardcopy student bill. They will be informed via email notice sent to their NUS email account to view their Student Bill online at least 2 weeks prior to scheduled deadline for fee payment.
2. The following categories of students will receive hardcopy of their Student Bill.
  - i) Freshmen postgraduate students doing coursework studies will receive hardcopy preliminary Student Bill (not including financial aid applied for) from Faculty only at point of matriculation;
  - ii) Freshmen postgraduate students doing research studies will receive hardcopy preliminary Student Bill (not including financial aid applied for) from Registrar's Office only at point of matriculation;
  - iii) Postgraduate students studying UCLA-NUS Executive MBA, Executive MBA (English), Executive MBA (Chinese), M.Sc. (Financial Engineering) and all students taking postgraduate studies in the Institute of Systems Science will continue to receive hardcopy Student Bill from their relevant faculty for the duration of their studies in NUS;
  - iv) Non-Graduating Exchange freshmen students will be issued with a hardcopy initial payment advice by the Registrar's Office to pay their fees payable prior to student registration exercise; and
  - v) Non-Graduating, Non-Exchange students (other than students from NUS High School and Junior Colleges) will be issued with a hardcopy preliminary Student Bill at the point of student registration.

**Online Access to Student Bill**

3. Undergraduates and postgraduates billed on a semester basis (other than those billed on a Modular, Modular Credits or Program basis) will be able to access their online simulated preliminary Student Bill at <https://aces01.nus.edu.sg/StudentPayment/Login.jsp> from 3 August 2009 (for existing students) and 10 August 2009 (for new students).
4. All students, other than those paying on a modular basis, can access their actual student bill from 10 August 2009. Students paying on a modular basis can access their student bill 3 working days after the "add/drop module" period of the applicable semester.
5. As the fees for the current semester may have been charged prior to the release of the prior semester's exam results, please ignore the Student Bill for the current semester's fees if you have fulfilled your degree's graduating requirements in the previous semester.

### **Due Date**

6. Tuition/research, mandatory miscellaneous fees & residence fees are payable in advance for each semester. Residence fee will be billed by the individual hostels or residences.
7. The payment due dates for fees for Semester 1, Academic Year 2009/2010, are as follows:
  - by **21 August 2009** - for students who are not enrolled on the GIRO scheme;
  - by **30 September 2009** - for students paying through Inter-bank GIRO deduction or students who are charged fees based on number of modules / modular credits taken.
8. An undergraduate student who leaves the University after the second instructional week of a semester (excluding the Orientation week in semester 1) is liable to pay fees for the entire semester. Request for partial payments will not be considered.
9. *If someone else is paying your Student Bill, please inform him/her of your fee payment due date to avoid any late payment charge. 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 due date as a late payment charge of \$25 will be imposed for any outstanding fees.

### **Mode of Payment**

11. Students may pay their Student Bill via GIRO, NETS, cheque, cash, internet banking or credit cards (online only). Please refer to Appendix 1 for details.
12. Non-GIRO paying students are required 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.
13. Students may check the latest status of their student accounts, make e-payment or print their student bills by accessing the following URL:  
<https://aces01.nus.edu.sg/StudentPayment/Login.jsp>

### **Update of Address**

14. Please ensure that you have updated your mailing address with the University.
  - i) Undergraduates:  
<https://aces01.nus.edu.sg/ugStdeServices/StdeServicesManager?action=login&page=stdlogin>
  - ii) Postgraduates: <http://www.nus.edu.sg/registrar/edu/update-contacts.html>

### **Enquiries**

14. 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](http://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. 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.
2. Students may view the amount deductible via GIRO from the online Student Account Enquiry system (<https://aces01.nus.edu.sg/StudentPayment/Login.jsp>).
3. 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 30 September 2009, the amount deductible on the scheduled GIRO deduction date will be based on the outstanding fee payable reflected in the Student Account Enquiry system on 24 September 2009.
4. For the benefit of students, any amount credited into the Student Account between 24 and 28 September 2009 will reduce the amount deductible via GIRO on 30 September 2009. Any adjustment of fees payable on 29 September 2009 itself will not affect the amount deductible via GIRO on 30 September 2009. For example, if the amount to be deducted via GIRO is reflected as \$1,000 on 24 September 2009 but was subsequently adjusted downwards to \$500 on 25 September 2009 due to crediting of a scholarship award, then only \$500 will be deducted via GIRO on 30 September 2009. Any upward adjustment of fees from 24 September 2009 will be deducted during the next round of scheduled fee deduction.
5. 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.
6. Students who have not participated in the GIRO service are requested to do so by submitting their Inter-bank GIRO application forms to Student Service Centre, Level 1, Yusof Ishak House, or Bukit Timah Campus Management Office by **7 August 2009**. Likewise, any request for change of existing GIRO arrangement or termination of GIRO arrangement must be submitted by **Friday, 7 August 2009**. The GIRO application form is available online at:  
  
<http://www.nus.edu.sg/finance/students/forms/GIROFORM.pdf>
7. In view of the implementation of the new administrative system, Campus Solutions, with effect from 20 October 2009, please note that all new GIRO applications as well as change / termination of existing GIRO arrangement will not be accepted for processing from **Monday, 10 August 2009 till 19 October 2009**. All new applications / changes or termination of GIRO can be submitted online via Campus Solutions with effect from **0000hrs of Tuesday, 20 October 2009**. Meanwhile, students who have not submitted their GIRO application after the closing date of Friday, 7 August 2009 are advised to pay their fees for the current semester via other modes of payment.

### **Payment of Tuition Fees through Internet Banking, Credit Card (online only), NETS**

8. Students who wish to pay via Internet Banking or Credit Card (Master Card, VISA or Amex) may wish to log on to their online Student Account (<https://aces01.nus.edu.sg/StudentPayment/Login.jsp>) to effect their payment of fees.
9. Students are also allowed to pay by cheque/bank draft, Internet Banking, Credit Card (online only) and NETS. 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 means of payment such as Internet Banking which effectively allows the student to pay directly from his Bank account.
10. Payment of fees through NETS can be made at the Student Service Centre, Level 1, Yusof Ishak House. For students at Bukit Timah Campus, payment may be made at the Campus' Management Office (469 Bukit Timah Road, Block B, MPA-02-02). Please note the following opening hours:

Student Service Centre	) Mon – Thu	: 9.00 am – 5.00 pm
Level 1, Yusof Ishak House	) Fri	: 9.00 am – 4.30 pm

Bukit Timah Campus,	) Mon – Thu	: 9.00 am – 5.30 pm
Campus' Management Office	) Fri	: 9.00 am – 5.00 pm
469 Bukit Timah Road	)	
Block B, MPA-02-02	)	

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

11. For payment of **only Tuition Fees and Mandatory Miscellaneous Fees** in **Cash only**, all students 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/quick\\_services/quicks\\_04find.htm](http://www.singpost.com/quick_services/quicks_04find.htm) or call 1605.

Students are required to print a copy of the online Student Bill of **not more than 2 working days' old from the date of payment** (available at: <https://aces01.nus.edu.sg/StudentPayment/Login.jsp>) 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 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 Cheque or Bank draft**

12. 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.
13. Please write your Student number, full name and telephone number on the reverse of your cheque and attach it to the bill.
14. Please mail your cheque to Office of Financial Services, University Hall, National University of Singapore, 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.

### **Updating of Payments to Student Account**

15. Arising from the implementation of the Campus Solutions (ISIS) system with effect from Tuesday, 20 October 2009, please note that the e-payment system at <https://aces01.nus.edu.sg/StudentPayment/Login.jsp> will not be accessible **from 0000hrs, Friday, 9 October 2009 till 2400 hrs, Monday, 19 October 2009**. The e-payment system will be accessible from **0000hrs, Tuesday, 20 October 2009**.
16. Meanwhile, all payments made from Wednesday, 7 October 2009 will not be updated to the Student Account until Friday, 23 October 2009. Please check your online student account for payments made within the above specified period from **0000hrs, Saturday, 24 October 2009** onwards.