PAYMENT OF FEES FOR SEMESTER 2, ACADEMIC YEAR 2009/2010

Student Billing

1. With effect from AY2008/2009, all students in NUS 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.

Online Access to Student Bill

2. Undergraduates and postgraduates billed on a semester basis (i.e. other than non-graduating students, postgraduate students taking self-financing courses, undergraduates taking part-time courses and all students during special term) will be able to access their online preliminary Student Bill from 11 January 2010 (See Appendix 2 for url).

3. All students, other than those paying on a modular basis, can access their actual student bill from 11 January 2010. Students paying on a modular basis can access their student bill 3 working days after the “add/drop module” period of the applicable semester.

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

Due Date

5. 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.

6. The payment due dates for fees for Semester 2, Academic Year 2009/2010, are as follows:

   ➢ by 22 January 2010 - for students who are not enrolled on the GIRO scheme;

   ➢ by 5 February 2010 - for students paying through Inter-bank GIRO deduction or students who are charged fees based on number of modules / modular credits taken (excluding ISS students who will be separately informed by their school). Students are to ensure that there is sufficient fund in their “Debit Bank Account” for GIRO deduction.

7. Any undergraduate and postgraduate 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.
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 5 February 2010 as a late payment charge of $25 will be imposed for any outstanding fees.

Modes of Payment

10. Students may pay their Student Bill via GIRO, NETS, cheque / bank draft, cash, telegraphic transfer, internet banking or credit / debit cards (online only). Please refer to Appendix 1 for details.

11. 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.

12. Students may check the latest status of their student accounts, make e-payment or print their student bills by accessing the requisite url (See Appendix 2 for url).

Update of Address

13. Please ensure that you have updated your mailing address and payment address with the University through the Student Center in CS (See Appendix 2 for url).

Enquiries

15 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
Appendix 1

Modes of Payment

Payment of Tuition Fees through Inter-bank GIRO

1. In CS, 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. As with existing practice, the “Credit Bank Account” has been designated to be the same account as the “Debit Bank Account” which you had submitted to NUS previously, except for postgraduate Research Scholars, NGS, ISS and CQT students.

3. “Credit Bank Account” of postgraduate 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.

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 CS once it goes 'live' on 9 November 09 (See Appendix 2 for url). 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 keep an up-to-date payment address in the CS. All students are strongly encouraged to update their payment address which can be done at any time via accessing the Student Center in CS after 9 November 2009 (See Appendix 2 for url).

6. The “Debit Bank Account” is used for GIRO deduction for payment of Tuition Fee, Mandatory Miscellaneous Fees, 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 the CS Student Center (See Appendix 2 for url).

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 5 February 2010, the amount deductible on the scheduled GIRO deduction date will be based on the outstanding fee payable reflected in the Student Center on 1 February 2010.

10. For the benefit of students, any amount credited into the Student Account between 1 and 3 February 2010 will reduce the amount deductible via GIRO on 5 February 2010. Any adjustment of fees payable on 4 February 2010 itself will not affect the amount deductible via GIRO on 5 February 2010. For example, if the
amount to be deducted via GIRO is reflected as $1,000 on 1 February 2010 but was subsequently adjusted downwards to $500 on 2 February 2010 due to crediting of a scholarship award, then only $500 will be deducted via GIRO on 5 February 2010. Any upward adjustment of fees from 4 February 2010 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 (See Appendix 2 for url), print, sign and submit the new GIRO application form to either the Student Service Centre, the Registration Centre (during annual matriculation only) or Bukit Timah Campus’ Management Office by 31 December 2009. Likewise, the application form for any request for change of existing or termination of pre-existing GIRO “Debit Bank Account” (See Appendix 2 for url) arrangement must be submitted by 31 December 2009.

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 means of payment such as Internet Banking which effectively allows the student to pay directly from his Bank account.

14. 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:

<table>
<thead>
<tr>
<th>Location</th>
<th>Days</th>
<th>Opening Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Service Centre</td>
<td>Mon – Thu</td>
<td>9.00 am – 5.30 pm</td>
</tr>
<tr>
<td></td>
<td>Fri</td>
<td>9.00 am – 5.00 pm</td>
</tr>
<tr>
<td>Level 1, Yusof Ishak House</td>
<td>Mon – Thu</td>
<td>9.00 am – 5.30 pm</td>
</tr>
<tr>
<td></td>
<td>Fri</td>
<td>9.00 am – 5.00 pm</td>
</tr>
<tr>
<td>Bukit Timah Campus,</td>
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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, 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.

**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. To facilitate the crediting of payment made to your student account, please indicate your 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 (See Appendix 2 for url) from **1100hrs, Monday, 9 November 2009**. With the data migration to CS, do take note that the “Make Payment” button (e-payment system) at [https://aces01.nus.edu.sg/StudentPayment/Login.jsp](https://aces01.nus.edu.sg/StudentPayment/Login.jsp) had been permanently disabled from **1800hrs, Wednesday, 14 October 2009**.

**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/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** (See Appendix 2 for url) 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 Telegraphic Transfer**

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.**: 7171-032-032-000313-3
- **NUS Banker**: Development Bank of Singapore Ltd
  - Great World City Branch
  - No. 1 Kim Seng Promenade
  - #02-32, Great World City
  - Singapore 237994
- **Swift Code for TT**: DBSSSGSG
Appendix 2

**Pathway (URLs) in CS System – Address Update, Student Bill and GIRO Scheme**

1. **Change of Residential / Mailing Address of Student**
   
   CS Login ([https://myisis.nus.edu.sg](https://myisis.nus.edu.sg)) → Self-Service → Campus Personal Information → Addresses

2. **Update of Payment address**
   
   CS Login ([https://myisis.nus.edu.sg](https://myisis.nus.edu.sg)) → Self-Service → Campus Personal Information → Payment Address

3. **Actual Student Bill in Student Center**
   
   CS Login ([https://myisis.nus.edu.sg](https://myisis.nus.edu.sg)) → Self-Service → Campus Finances → Bill Request → Select Bill Type “Student Bill”

4. **Preliminary Student Bill in Student Center**
   
   CS Login ([https://myisis.nus.edu.sg](https://myisis.nus.edu.sg)) → Self-Service → Campus Finances → Bill Request → Select Bill Type “Preliminary Bill”

5. **Print a copy of the Student Bill from Student Center - both Actual and Preliminary**
   
   CS Login ([https://myisis.nus.edu.sg](https://myisis.nus.edu.sg)) → Self-Service → Campus Finances → Bill Request → Select Bill Type “Student Bill”

6. **Viewing Statement of Stipend refunds**
   
   CS Login ([https://myisis.nus.edu.sg](https://myisis.nus.edu.sg)) → Self-Service → Campus Finances → Account Inquiry → click on <activity> tab

7. **Epayment button in Student Center**
   
   CS Login ([https://myisis.nus.edu.sg](https://myisis.nus.edu.sg)) → Self-Service → Campus Finances → Bill Request → Select Bill Type “Student Bill”

8. **Application for GIRO scheme – both debit and credit bank account**

   **For Debit Bank Account:**
   
   CS Login ([https://myisis.nus.edu.sg](https://myisis.nus.edu.sg)) → Self-Service → Campus Finances → Maintain Bank Accounts → Debit Bank Account Details section → Add a new Debit Bank Account hyperlink

   **For Credit Bank Account:**
9. **Termination of GIRO Account – both debit and credit bank account**

   **For Debit Bank Account:**
   CS Login (https://myisis.nus.edu.sg) → Self-Service → Campus Finances → Maintain Bank Accounts → Debit Bank Account Details section → Print GIRO Termination Form hyperlink

   **For Credit Bank Account:**
   CS Login (https://myisis.nus.edu.sg) → Self-Service → Campus Finances → Maintain Bank Accounts → Credit Bank Account Details section → Terminate the Credit Bank Account hyperlink

10. **Cancellation of GIRO Bank Account – both debit and credit bank account**

    **For Debit Bank Account:**
    CS Login (https://myisis.nus.edu.sg) → Self-Service → Campus Finances → Maintain Bank Accounts → Debit Bank Account Details section → Cancel the Debit Bank Account hyperlink

    **For Credit Bank Account:**
    Not applicable