

STUDENT BILLING 101



STUDENT COMMUNICATION

- Students should set up their Clemson email accounts as the primary means of communication with the University.
- Students receive a statement by email on the first business day of each month that displays their charges, payments, and any balance due. We do NOT mail paper bills.
- Students will need their username and password to log into iROAR and navigate to the “Student Billing” tab (opens TouchNet).
- Through TouchNet, students may view and pay their bills, set-up their eRefund account, and access their 1098-T tax form.

AUTHORIZED USERS

Students may add an authorized user to their account via iROAR/TouchNet. Once logged into iROAR, click on the “Student Billing” tab and the “Authorized Users” link is located on the right-hand side of the main page of the bill.

- Authorized users may view and pay tuition bills, sign up for payment plans, access 1098-T tax forms and view monthly billing statements.
(Note: Authorized users are not granted access to grades or enrollment records.)

TUITION, FEES AND PAYMENTS

- Student bills for Fall semester will be available in late July (late November for Spring Semester), or immediately upon registration if after the initial bill release date. Students and authorized users will receive an email notification when bills are available.
 - The bill will include tuition and mandatory fees, on-campus housing and meal plans (if preselected). Students can add TigerStripe to their bill through the optional fee menu in iROAR.
 - The bill WILL NOT include miscellaneous expenses: books and supplies, laptops, transportation and personal costs (please view clemsun.edu/financial-aid for an estimated cost of attendance).
- To ensure the timely posting of your payment, we strongly recommend that you make an online payment via iROAR (iroad.clemson.edu).
 - Paying via eCheck has no service fee.
 - Credit and debit card payments are subject to an additional 2.95% service fee.

- For current payment due dates, please visit clemsont.edu/finance/student-financials/billing.html.
- All payments must be posted to the student's account by the due date to prevent potential class cancellation and/or late fees.
(Note: If you register for classes on/after the payment due date, your tuition will be due within 24 hours.)
- Mail 529 College Savings Plan payments and outside scholarship checks with the student's name and Clemson ID (CUID) number to:
(Note: 529 payments are mailed as a paper check. Please request funds at least three weeks in advance to ensure the funds are received by the office prior to the payment deadline and to avoid a late payment fee and/or potential class cancellation.)
- Scan and email cards/letters for pre-paid plans with the student's name and CUID number to: prepaidplans@clemsont.edu.

Clemson University
Attn: Student Financial Services
G-08 Sikes Hall, Box 345307
Clemson, SC 29634

PAYMENT PLAN

- Students may sign up for the Four Payment Plan through the "Payment Plans" tab in TouchNet.
- Automatic drafts occur on the first Friday of each month, August through November (December through March for Spring plan).
- Our website provides specific draft dates and additional information about our Four Payment Plan: clemsont.edu/finance/student-financials/billing.html.
(Note: if payment plan is added after the first draft date, a down payment will be required.)

STUDENT REFUNDS

- Student refunds for excess aid will begin to be disbursed the week classes start and continue on a weekly basis thereafter.
- The preferred refund method is direct deposit. Students may sign up for direct deposit of student refunds through the "Refund" tab in iROAR/TouchNet.
- Authorized users who are Federal Parent PLUS Loan borrowers may be eligible to receive any credit created by a Federal Parent PLUS Loan overpayment via eRefund. However, they can also designate the student to receive the overpayment.
(Note: Authorized Users cannot to edit the student's eRefund information.)

Student Financial Services

Phone: 864-656-2280 | Email: studentbillquestions@clemsont.edu |
clemsont.edu/finance/student-financial-services

Phone Hours: Monday - Friday 8:00 a.m. - 1:00 p.m.
Live Chat Hours: Monday - Friday 2:00 p.m. - 4:00 p.m.