

# Better Understanding Your Student Account

August 2021



# Reviewing your Student ACCOUNT SUMMARY

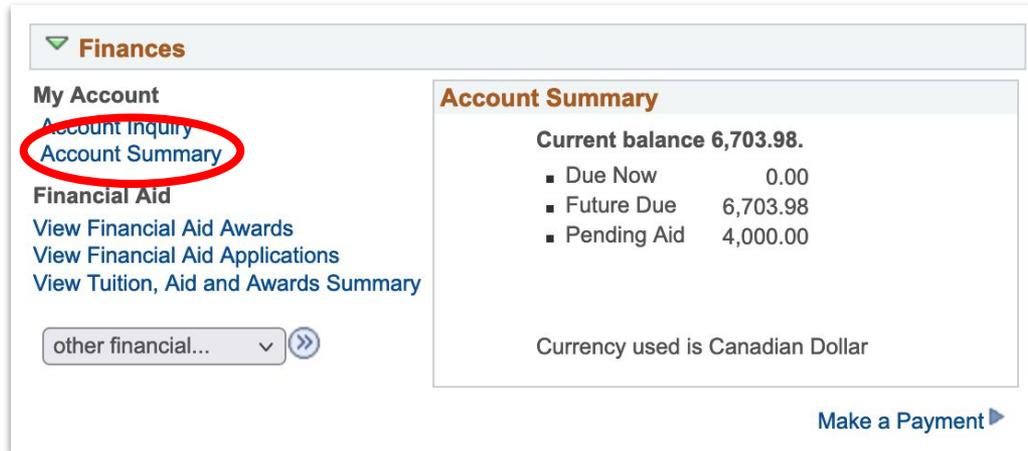
**Before** making your payment, please review your student Account Summary for up-to-date balances

Steps:

- Click Account Summary on Student Center Homepage
- Select the academic year
- Click View/Detail Print

What it does:

- Shows detail charges and payments for an academic year.



**Finances**

**My Account**

- [Account Inquiry](#)
- [Account Summary](#)

**Financial Aid**

- [View Financial Aid Awards](#)
- [View Financial Aid Applications](#)
- [View Tuition, Aid and Awards Summary](#)

other financial... ▾ >>

**Account Summary**

**Current balance 6,703.98.**

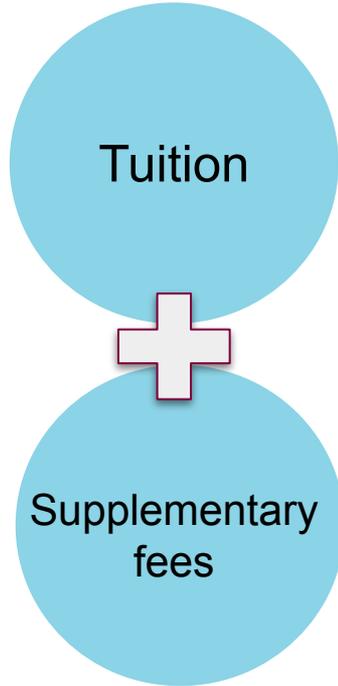
- Due Now 0.00
- Future Due 6,703.98
- Pending Aid 4,000.00

Currency used is Canadian Dollar

[Make a Payment](#) ▶

# How Tuition is Broken Down

Undergraduate fees are made up of 2 parts:



- The cost of tuition varies depending on your level, status, the duration of your program, etc.
  - Tuition is charged at a board-approved base rate per unit that is specific to each faculty
  - Consult <https://registrar.mcmaster.ca/tuition-fees/> to see the fees charged by your faculty
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- Supplementary fees are charged in addition to your tuition
  - They are mandatory for all students
  - They are voted on by students through a student referendum
  - They help support campus-wide services available to students
  - Consult <https://registrar.mcmaster.ca/supplementary-fees/> to see the list of supplementary fees

# Tuition calculator

Visit <https://registrar.mcmaster.ca/fee-estimator/> to calculate an estimate of your unique total tuition for the 2021/2022 academic year.

I am a:	<input type="text" value="Select option"/>	My OSAP entitlement / other financial aid:	<input type="text" value="0.00"/>
Type:	<input type="text" value="Select option"/>	My scholarship amount:	<input type="text" value="0.00"/>
I am attending:	<input type="text" value="Select option"/>	My bursary amount:	<input type="text" value="0.00"/>
		My RESP:	<input type="text" value="0.00"/>
		Other income:	<input type="text" value="0.00"/>

# Cost calculator

Visit <https://future.mcmaster.ca/cost-estimator/> to calculate an estimate of your unique total cost for the 2021/2022 academic year.

I am a:	<input type="text" value="Select option"/>	My books & supplies	<input type="text" value="0"/>
I am applying to:	<input type="text" value="Select option"/>	My personal expenses are:	<input type="text" value="0"/>
I will be attending:	<input type="text" value="Select option"/>	My transportation costs are:	<input type="text" value="0"/>
I will be living:	<input type="text" value="Select option"/>	My entertainment costs are:	<input type="text" value="0"/>
My residence of choice is:	<input type="text" value="Select option"/>	My other expenses are:	<input type="text" value="0.00"/>
My meal plan is:	<input type="text" value="Select option"/>		

# Payment Deadlines

- To avoid administration fees due to late payments, please familiarize yourselves with the payment deadlines
  - Deadlines can always be accessed at <https://registrar.mcmaster.ca/dates-and-deadlines>
- Tuition and fees are charged once per term.
- It is important to monitor the information on both our website and your Student Account for further updates.

## Payment deadlines

<b>Terms</b>	<b>All students (including OSAP students)</b>
<b>Fall (September to December)</b>	September 25
<b>Winter (January to April)</b>	January 25
<b>Spring/summer (May to August)</b>	May 25

# Late Payment Fees

## Late fee

- \$75 late fee is charged once per-term (on last day of the month) on all student accounts not paid in full by the payment due dates.

## Interest

- Interest is charged at a monthly rate of 1.2% (compounded to 14.4% annually) on any unpaid balance due, on the second-to-last business day of each month, beginning September and ongoing until paid in full.

# Holds

What is a hold:

- A block on the account, preventing students from certain functions

Reason there is a hold:

- There is still an outstanding balance on your account and registration for new term is approaching.

What the hold does:

- Interim - prevents students from adding courses to their winter schedule
- Full service - prevents access to grades, transcripts, awards, diplomas and future enrollment

What to do

- Once the outstanding balance is paid the hold will be removed by end of day

## Financial blocks

Terms	Type of block	Date
Fall (September to December)	Interim	November
Winter (January to April)	Full Service	March
Spring (May to August)	Full Service	Prior to fall registration

**Interim block** – allows students to drop courses only, but not add.

**Full service block** – blocks students from grades, transcripts, awards, diplomas and all future enrolments. Subject to change.

# Payment Methods - Canadian

McMaster University does not accept cash or cheque payments.

## Online Banking through a Canadian bank account

Setting it up:

1. Log onto your financial institution's website.
2. Go to Bill Payments.
3. Add a Payee (or new bill).
4. Search and add McMaster University.
5. Enter your 9 digit student number as the "Account Number."
6. Confirm the information.

Make a payment:

1. Log onto your financial institution's website.
2. Go to Bill Payments.
3. Select McMaster University.
4. Enter amount you wish to pay.
5. Confirm the information.
6. Take a screenshot as a proof of payment.

## VISA/Mastercard

1. Log on to Mosaic.
2. Select the Make a Payment button located in the finance section of your Student Center.
3. Follow the instructions for Credit Card payments.
4. Please note: VISA debit and Mastercard debit cards are NOT accepted using this method.
5. A non-refundable convenience fee of 2.25% will be charged by the provider.



# Payment Methods - International

McMaster University does not accept cash or cheque payments.

## Western Union

1. Go to [Western Union Globalpay – McMaster student platform](#)
2. Enter your payment details
3. Complete your student payment transaction online or via bank transfer
4. Track your payment by entering your “Payment Reference Number” at <https://student.globalpay.wu.com/#!/tracking>

## CIBC International Student Pay

1. Go to [CIBC International Student Pay web portal](#) or select the “Make a Payment” button from your Student Center
2. Enter your payment details
3. Select your payment option.
  - a. You can make a payment using Visa, Bank Wire, MasterCard, China UnionPay, and ACH (Direct Debit).
4. Track your payment anytime by selecting ‘track your payments’ on the CIBC International Student Pay portal
5. For more information, watch a ‘how to’ video on the Registrar’s website in your preferred language:  
<https://registrar.mcmaster.ca/payment-methods>

# Refunds

Notice a credit (negative balance) on your account? Be sure to email [refunds@mcmaster.ca](mailto:refunds@mcmaster.ca) to request a refund. Ensure the subject line is as follows with your information: Refund- John Smith #400000000

Things to know about refunds:

- Although you may have a credit on your account, it will not be automatically refunded. Student **MUST REQUEST** a refund in order for the refund to be issued
- Refunds must be requested by the student and from their mcmaster student account.
- Refunds are issued via e-transfer to the McMaster email
- Subject to change for international students

# Reasons a credit may be on your account



Other than a credit for scholarship/award (which automatically will be refunded to the student), these are several reasons you may see a credit on your account to be refunded.

# Taxes

Accessing your tax forms:

- Log in to Mosaic
- Select “Student Center.”
- Click on “Other Financial” drop down list under “Finance”
- Select “View/Print Tax Forms” and click on the blue circle with two arrows.
- Select the “Tax form” and “Calendar Year” you desire, and hit “View.”

▼ **Finances**

**My Account**  
[Account Inquiry](#)  
[Account Summary](#)

**Financial Aid**  
[View Financial Aid Awards](#)  
[View Financial Aid Applications](#)  
[View Tuition, Aid and Awards Summary](#)

[View/Print Tax Form](#) ⌵ ⏪

**Account Summary**

**Current balance 6,703.98.**

- Due Now 0.00
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[Make a Payment](#) ▶

## View/Print Tax Forms

**View/Print Tax Forms**

**T2202A**      **Calendar Year**      2019  
 **T4A**      ✓ 2020

**Donor Receipt**

[View](#)

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In order for your tax forms to be processed, your Social Insurance Number is required to be on your student account, as required by the Canadian Revenue Agency

- If you need to make changes to your SIN, please contact a Student Services Representative
- To input your SIN, Please select the tile on Mosaic that says “Update your SIN”

# OSAP/Government Aid

- Pending Aid is listed on your Mosaic Account Summary
- Do not stress when the pending aid is no longer listed -- it is in transit to be applied to your account, which takes a couple of days
- OSAP payments come in two batches: once at the start of each semester
- Ensure your enrolment dates match on your Mosaic and OSAP accounts
- [ontario.ca/osap](https://ontario.ca/osap) is your best friend!



**Mayson Broccoli-Romanowska**

[student.services@mcmaster.ca](mailto:student.services@mcmaster.ca)

**Thank you for listening!**

# FAQ

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- How long do payments take to show up on Mosaic?
- How come my payment isn't showing on Mosaic?
- I paid my fees but it isn't reflected on Mosaic?

- How late does a payment need to be in order to get charged late fees?

Payments made through online banking **take 2-3 days to be applied to your account.** To confirm the funds have reached your account please access the account summary through your Mosaic Student Centre.

If you have not paid by the deadline, **late fees are applied to your account on the last day of the month and interest charges are applied on the second-last business day of the month.**

# FAQ

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- Why did my account summary change?
- How come my accounts summary has changed since?

Your account summary will change throughout the year for various reasons. Some reasons are:

- Have you changed your course load?
- Has an award/ scholarship been added?
- Has your OSAP entitlement changed

- What happens if I overpaid?
- I accidentally overpaid 1,000 dollars regarding my winter term tuition, what now?

If your account has been overpaid, wait until the funds have been received by McMaster and a credit appears on your student account.

- Email [refunds@mcmaster.ca](mailto:refunds@mcmaster.ca) for the credit amount to be refunded to you via e-transfer.

# FAQ

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- I received an email in my McMaster email that I have an e-transfer from McMaster University. How do I know if this is legitimate?

McMaster is now sending bursary funding and refunds directly to students via e-transfer. Please refer to your student account for details of the amount of money that should have been sent to you. Your refund amount will appear on your student account as AP Refund.

- How can I obtain a payment receipt for my tuition?

To access a detailed summary of your charges and payments for the year log on to your Mosaic Student Centre and click Account Summary. Select the appropriate academic year and then click View Detail/Print.

# FAQ

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- Why I am being charged for UNI-Sports Complex Building if I'm not able to have access to it due to COVID?
- Can I opt out of the Athletic and recreation fee?
- Why do I have to pay the athletics & rec fee when I can't use the gym?

The Athletic & Recreation fee is a fee that sustains services in our athletic facilities over the long term and has been deemed important by the student population. The fees are not user fees but more like taxes to develop the McMaster community as a whole. You are not able to opt out of this fee. The University will consider possible refunds to a portion of the fee at the end of the term. Students are able to access virtual classes by visiting

<https://rec.mcmaster.ca/programs/classes>.

- How can I receive a proof of payment from McMaster?

Please access the link below where you can find steps on how to retrieve an official invoice letter.

<https://registrar.mcmaster.ca/services/enrolment-verification/>

# FAQ

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- How can I make sure my account balance is correct?
- How do I know if I'm being charged the right amount?

In order to ensure that your account is correct, please refer to all the available screens on mosaic.

<https://registrar.mcmaster.ca/events/how-to-re-ad-your-account-summary/>

- Why can I only pay a certain amount of my tuition at one time?
- I tried to pay my balance earlier today and it said I was only able to pay \$1000 for today, why?

Some banks have a daily transaction limit which prevents bill payments that exceed a certain amount. You will need to either speak with your bank about increasing your daily limit, or you will need to make partial payments over a few days.

# FAQ

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- What is the purpose of a payment plan?
- How do I enroll in a payment plan?
- Where do I sign up for a payment plan?

Payment plans have been put into place to help our students reach their academic goals while making manageable payments to clear their balances. More information on how to sign up for a payment plan can be found on our website.