

Business Office / (And) Student Billing: Current Protocols for Visitors and Appointments

Fall 2020 Student Billing Office procedure changes for the safety of all students and staff:

- The preferred method of meeting is by phone, email or virtual appointments.
 - Student Billing Questions:
Phone: 814-472-2884 or 814-472-3263
 - Email: billing@francis.edu
 - To set up a virtual appointment, please fill out the Financial aid/billing meeting signup form, located in your my.francis portal under the My Bill/FinAid option.
https://docs.google.com/forms/d/e/1FAIpQLSclvZjPqDItG_uKNNrCaMkfXtO9sTesMB6tibrpmYmnKkhBbA/viewform
- Student account payments can be done online through your my.francis account.
 - Both electronic check and credit cards are online payment options.
 - If a payment is made at our office, there is a drop box in the Cashier's door. Receipts will then be emailed to your SFU email address.
 - Cash payments will be accepted but electronic payments are preferred.
- Students receiving refunds should sign up for electronic refunds (direct deposit) through their my.francis portal under the My Bill/FinAid option. If a student does not sign up for electronic refunds, a paper refund will be sent to the student's home address. Students will not be permitted to pick up paper checks at the Business Office.
- The Business Office will not be cashing checks until further notice.