**7.11.22 WELCOME EMAIL- AUTHORIZED USERS**

Good day!

Welcome to a new semester at JMU! We’re reaching out from the University Business Office. We know that there are a lot of questions about the University Business Office, Madison Money Manager (M3), and how the student account works, and we wanted to share some information as you prepare the upcoming semester.

**How to contact us**

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| --- | --- |
| 540-568-6505  [ubo@jmu.edu](mailto:ubo@jmu.edu)  [www.jmu.edu/ubo](http://www.jmu.edu/ubo)  Student Success Center 5th Floor | **Mailing Address**  University Business Office  738 South Mason Street  MSC 3516  Harrisonburg, VA 22807 |
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| ***Hours until August 12, 2022***  Mon-Thurs 8:00a-5:00p  Fri 8:00a-12:00p | ***Hours starting August 15, 2022***  Mon-Fri 8:00a-5:00p |

**Authorized Users**

You’re already set up as an Authorized User. An Authorized User is a person that the student gives the UBO permission to talk to about the student financial account. We know that the parent(s) usually pays the bill, but the government says that the account belongs to the student, so we must have the student’s permission to talk to anyone else about the account. If more Authorized Users are needed, it’s a quick process to [set up Authorized Users in M3](https://www.jmu.edu/ubo/m3.shtml).

**Statement information**

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| *When are statements created?*  Fall statements are available in [M3](https://www.jmu.edu/ubo/m3-tour.shtml). Students and Authorized Users receive an email when the statement is ready to be viewed. Updated statements are created every two weeks, but you’ll only get an email about the statement if there is a balance due. | *When are balances due?*  Fall balances are due Friday, August 12. An account is considered paid when pending financial aid, installment plan payments, or any other previous payment is sufficient to cover the balance for the semester.  An account can be paid through any combination of payment methods. |
| *What payment options exist? (click links for more information)*   * [eCheck, credit card, and international payments](https://www.jmu.edu/ubo/pay.shtml) can be made through M3. * [Cash, check, or outside scholarship](https://www.jmu.edu/ubo/pay.shtml) payments can be made directly to the office. * A [monthly payment plan](https://www.jmu.edu/ubo/payment-plans.shtml) is available through OnPlanU. * Grants, loans, and JMU scholarships are administered by [Financial Aid](https://www.jmu.edu/financialaid/). | *What if payment is late?*  After a short grace period, holds are placed on past due accounts. UBO holds ONLY prevent adding further classes and requesting a transcript or diploma. UBO holds do not block class attendance or any other service.  If the balance remains past due, a 3% late fee will be assessed on the past due balance. |

**Financial Aid**

University Business Office staff are not financial aid experts. For questions about grants, loans, and JMU scholarships, we suggest that you talk to the Financial Aid Office ([fin\_aid@jmu.edu](mailto:fin_aid@jmu.edu) | 540-568-7820 | [www.jmu.edu/financialaid](http://www.jmu.edu/financialaid)).

The biggest piece of advice we can give at this point is to have your student check their to-do items in MyMadison. Financial Aid uses those items to communicate what needs to be done.

**Links to UBO resources**

University Business Office – [https://www.jmu.edu/ubo](https://www.jmu.edu/ubo/index.shtml)

Authorized User M3 login - <https://commerce.cashnet.com/JMU_PROD_WEB>

OnPlanU Payment plan - <https://jmu.myonplanu.com/login>

Even more information can be at <https://www.jmu.edu/ubo/start-here.shtml>

Should you have any questions, please contact our office.

Thank you!

University Business Office

540-568-6505

www.jmu.edu/ubo/

ubo@jmu.edu