**6.22.23 WELCOME EMAIL (SENT TO ALL STUDENTS)**

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

**How to contact us**

|  |  |
| --- | --- |
| 540-568-6505  [ubo@jmu.edu](mailto:ubo@jmu.edu)  [www.jmu.edu/ubo](https://nam10.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.jmu.edu%2Fubo&data=05%7C01%7Cdublerwk%40jmu.edu%7C11d719cd5f234e28b8a108db733bc0d6%7Ce9333c23cac742f499895cee3d4a79c0%7C1%7C0%7C638230472703662045%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=zJav6167hAiW2oDj4sJxi%2Fs%2BlFF5%2BFnAnr0V90Y1KOA%3D&reserved=0)  Student Success Center 5th Floor | **Billing Address**  University Business Office  738 South Mason Street  MSC 3516  Harrisonburg, VA 22807 |
|  |  |
| ***Hours until August 11***  Mon-Thurs 8:00a-5:00p  Fri 8:00a-12:00p | ***Hours starting August 14***  Mon-Fri 8:00a-5:00p |

**Authorized Users**

It's important to make sure that Authorized Users are set up before statements are created for the semester. An Authorized User is a person that you, the student, give the UBO permission to talk to about your financial account. We know that the parent(s) usually pays the bill, but the federal government says that the account belongs to you, so we must have your permission to talk to anyone else about the account. 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 will be available in [M3](https://www.jmu.edu/ubo/m3-tour.shtml) by July 15. 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 11. 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](https://nam10.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.jmu.edu%2Ffinancialaid&data=05%7C01%7Cdublerwk%40jmu.edu%7C11d719cd5f234e28b8a108db733bc0d6%7Ce9333c23cac742f499895cee3d4a79c0%7C1%7C0%7C638230472703818273%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=UehYefuv%2F6bn8Q60I4Hu0pnD1qqC8DHEzcjjloxq5S4%3D&reserved=0)).

The biggest piece of advice we can give at this point is to check your 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](https://nam10.safelinks.protection.outlook.com/?url=https%3A%2F%2Fcommerce.cashnet.com%2FJMU_PROD_WEB&data=05%7C01%7Cdublerwk%40jmu.edu%7C11d719cd5f234e28b8a108db733bc0d6%7Ce9333c23cac742f499895cee3d4a79c0%7C1%7C0%7C638230472703818273%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=DLWG0zZQ4J2joMEWCdrJsVF5nKzHLAEaeU5w3IhRFoE%3D&reserved=0)

OnPlanU Payment plan - [https://jmu.myonplanu.com/login](https://nam10.safelinks.protection.outlook.com/?url=https%3A%2F%2Fjmu.myonplanu.com%2Flogin&data=05%7C01%7Cdublerwk%40jmu.edu%7C11d719cd5f234e28b8a108db733bc0d6%7Ce9333c23cac742f499895cee3d4a79c0%7C1%7C0%7C638230472703818273%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=tObOaHIalNQdPRM7oRIt5LUVHBxe%2BSWeZsC6Sw1Lgtk%3D&reserved=0)

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/](https://nam10.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.jmu.edu%2Fubo%2F&data=05%7C01%7Cdublerwk%40jmu.edu%7C11d719cd5f234e28b8a108db733bc0d6%7Ce9333c23cac742f499895cee3d4a79c0%7C1%7C0%7C638230472703818273%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=ZK6IP5rbjoqI2tYZwJ7pmxs9eFvcFu483nANArjWByE%3D&reserved=0)

[ubo@jmu.edu](mailto:ubo@jmu.edu)