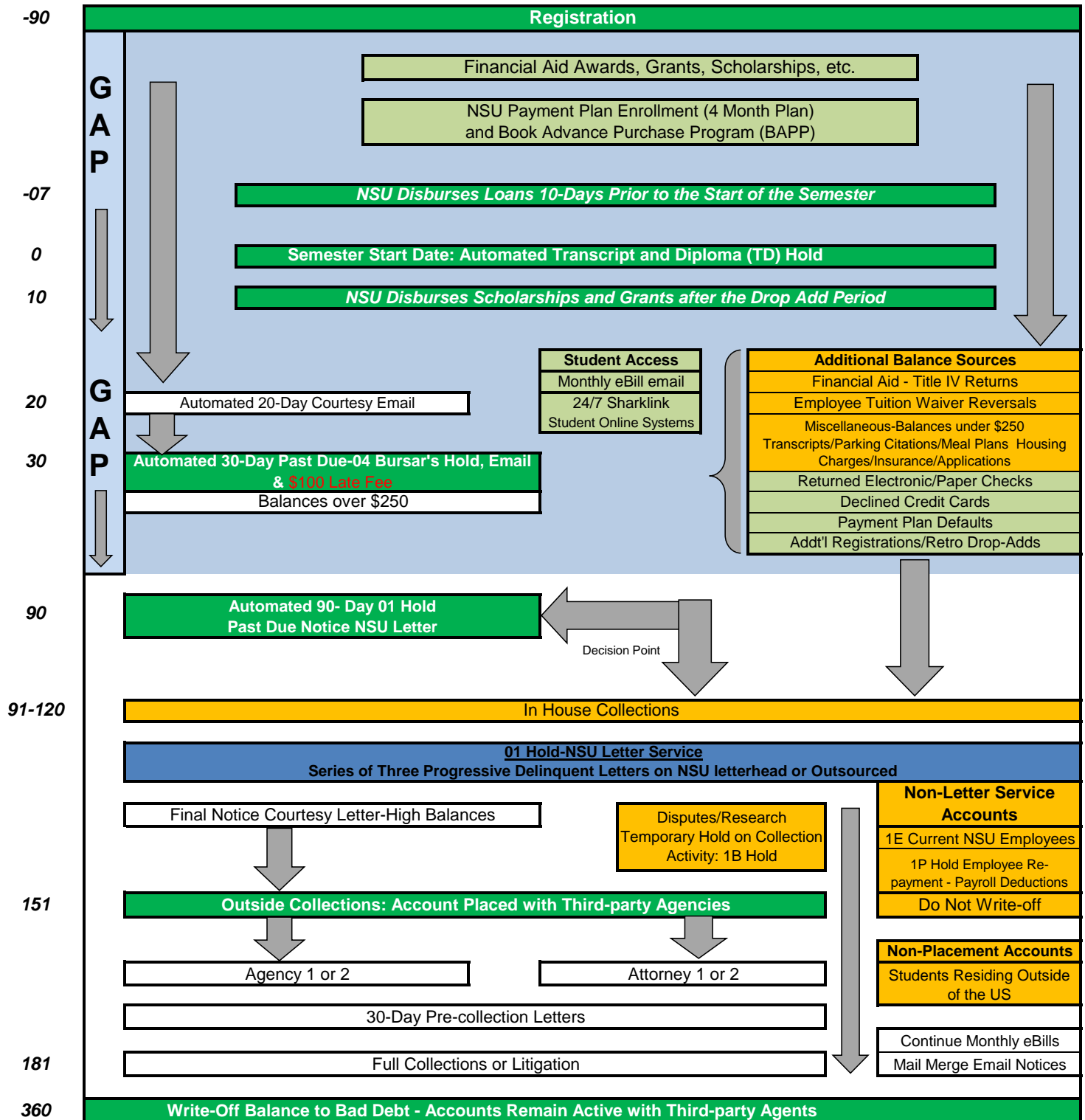


ENROLLMENT & STUDENT SERVICES FINANCIAL HOLDS									
BURSAR ACCOUNTS			~~~~ PREVENTS ~~~~			Notes			
Non-Financial Hold			Grades	Registration	Trans & Diploma	Add Coll Fees	Payment Processing		
No Hold		Good Financial Standing					Standard		
1A		Good Standing / Used as Group Identifier					Standard	Military Contracts	
Bursar's Hold									
04		NSU Automated 30-Day Hold & Late Fee	X	X	X		Standard	Once Paid- Hold Automatically Released Next Business Day	
TD		Transcript/Diploma Hold			X		Standard	Once Paid- Hold Automatically Released Next Business Day	
IN-HOUSE COLLECTION ACCOUNTS									
01		Letter Service - ECSI	X	X	X		Standard	Past-Due Amount Only / Disregard Additional Letters - Possibly Already Mailed	
02		Internal Student Dispute	X	X	X		Standard	Questions - Refer to Collection Staff	
03		Perkins Default	X	X	X		Standard	Questions - Refer to Collection Staff	
4P		Refund With Prior Balances	X	X	X		Standard	Questions - Refer to Collection Staff	
1B		Pending/Under Review	X	X	X		Standard	Questions - Refer to Collection Staff.	
1D		International/Out Of Country	X	X	X		Standard	Questions - Refer to Collection Staff.	
1E		NSU Employees with Open Balances	X	X	X		Standard	Questions - Refer to Collection Staff.	
1P		NSU Employees / In Repayment	X	X	X		Standard	Questions - Refer to Collection Staff.	
1F		Returned Checks/Declined Credit Card	X	X	X		Standard	NSU Does Not Resubmit Returned Items/ \$25 Check Fee is Already Added to the Account/ Refer to Collections Staff if Original Item is Requested	
1C		Active & Discharged Bankruptcies	Varies According to Legal Stage				Standard	Questions - Refer to Collection Staff.	
1N		Promissory Note / In Repayment	X	X	X		Standard	Questions - Refer to Collection Staff.	
1L		Pre-Collection Letter Service/ConServe	X	X	X		Standard	Final In House 30-Day Collection Phase	
1R		Pre-Collection Letter Service/GRC	X	X	X		Standard	Final In House 30-Day Collection Phase	
1G		Pre-Legal Notice	X	X	X		Standard	Final Notice Prior to Placement with Attorney Owes for Prior Balance / Account Shows \$ 00.00 Bal Due because of "Bad Debt" Entry / Student Owes \$ \$ Questions - Refer to Collection Staff	
1W		Bad Debt / Owes NSU Prior Monies	X	X	X		Standard		
THIRD PARTY COLLECTION ACCOUNTS / OUTSIDE AGENCY / FULL COLLECTION STATUS									
Outside Collection Agency Holds									
2C		ConServe Full Collections	X	X	X	X	Refer to Agency	First Refer to Agency Do Not Discuss Account. Do Not Give Out Balance If Student Refuses to Contact Outside Agency Directly - Refer to the Corresponding Collection Staff Member	
2R		GRC Full Collections	X	X	X	X	Refer to Agency		
Outside Attorney Holds									
3G		Legal Marc J. Gold	X	X	X	X	Refer to Attorney		
Additional Notes: No Payments are Refused / Holds are Released Upon Payment in Full with Cash or Credit Card Only, except for 04 holds.									



- Key:**
- NSU Actions
 - GAP Outreach
 - Communication
 - Internal Processes
 - Student Access/Action
 - Internal Letter Notices

GAP OUTREACH: Working in cross functional five member teams, the Offices of Student Financial Assistance and University Bursar offices outreach to individual students who have GAP balances over \$500. The GAP team members will work with the students proactively and holistically, via telephone, emails, and one-on-one meetings, by taking full ownership of the process. For example, if a student has outstanding requirements, such as verification, C-flags, or provisional admission status, the GAP team members will work with the student to complete the necessary process, as well as, address any other requirements on the student's record including GAP balances.

Acceptable Forms of Payment

Online Payment Options

The fastest and most convenient option is to pay online via NSU eBill. Students may pay via NSU eBill any time by e-check, credit card, or Visa/MasterCard/ or American Express gift card.

Payment by Credit Card or Gift Card

Please note that refunds will be added back to the credit card or gift card used to make the payment. Therefore, students are advised to retain any gift cards used to make payments.

Access the [NSU eBill](#) login page.

Mailing Payment Options

Students may **mail a check payment** with their name and NSU ID to:

Nova Southeastern University
Bursar's Office
3301 College Avenue
Fort Lauderdale, FL 33314

Students **mail a credit card payment or money order/cashier's check** to:

Nova Southeastern University
Bursar's Office
P.O. Box 290060
Fort Lauderdale, FL 33329

In Person

Students may pay in person at the One-Stop Shop, located in the Horvitz Administration Building and the Terry Administration Building on the main campus in Davie. Hours of operation are Monday through Thursday, 8:30 a.m. to 7:00 p.m.; Friday 8:30 a.m. to 6:00 p.m., and Saturday, 9:00 a.m. to 12 noon.

By Telephone

Students may submit their credit card payment information to the Bursar's Office by telephone by calling (954) 262-5200 or 800-541-6682, ext. 25200. Please be aware that it will take one business day to process payments by telephone.

By Wire Transfer

Please provide the below information for wire transfers to the university:

Wire Transfer Instructions:

Beneficiary Bank: Sun Trust Bank

Address:

Wire Transfer Department
501 East Las Olas Boulevard
Fort Lauderdale, FL 33301

Swift Code: SNTRUS3A

ABA Route: 061000104

Account Number: 0406-00655-4266

Name on Account: Nova Southeastern University Tuition and Fee Trust Account

Special Instructions: 3 lines of text, 34 characters per line for a maximum of 102 characters

If wire transfer is for individual:

Full Name (as it appears on NSU's student account with NSU ID)

If wire transfer is for multiple students and cannot fit in 102 character special instructions, please provide the following:

Name of Program

Name of College

Contact Name at Main Campus and telephone extension

BURSAR DEPARTMENT			
Telephone List (July 10, 2015)			E-mail
25221	Barry Fennell	<i>Director of the Bursars Office</i>	fennell@nsu.nova.edu
25292	Luisa Arroyave-Waldman	<i>Associate Director, Bursar</i>	luisaa@nsu.nova.edu
25212	Tammy Orefice	<i>Bursar</i>	tamela@nova.edu
25281	Cassandra Lee	<i>Asst. Director - Student Accts & Financial Svcs</i>	cassalee@nova.edu
27483	John Trelo	<i>Fund Disbursement Auditor</i>	jtrelo@nova.edu
27228	Stacey Roman	<i>TouchNet Market Place Coordinator</i>	sroman1@nova.edu
25284	Silvana Burns	<i>Coordinator, Bursar</i>	sb1460@nova.edu
25223	Jamie Reid	Adm. Asst. to the Director	jreid1@nova.edu
	Cashier's Office		
25220	Amy Aalbanese	<i>Cashier's Office Coordinator</i>	aalbanese@nova.edu
25214	Linda Winkeljohn	University Cashier	lindw@nsu.nova.edu
27246	Ann Lee	Credit and Recon. Specialist	al935@nova.edu
25211	Michelle Carrion	Data Entry/Cashier's Assistant	mcarrion@nova.edu
22473	Cashier's Direct Fax		
	Loan Disbursing		
25219	Anita Thomas	<i>Manager, Loan Disbursement</i>	tanita@nsu.nova.edu
25280	Samantha Brewster	Letters A-F	sbrewste@nova.edu
25287	Gabriel Abugazaleh	Letters G-O	gabugazaleh@nova.edu
25283	Rudolf Joseph	Letters P-Z	rjoseph@nova.edu
24131	Loan Disbursing Direct Fax		
	Accounts Receivable		
25260	Sheryl Muirhead-McCrea	<i>Manager, Student Accounts</i>	sm1497@nsu.nova.edu
25215	Janice Rose	<i>Coordinator, Student Accounts (Any)</i>	jrose@nova.edu
25202	Agueda Rittberger	Letters A-E	agueda@nsu.nova.edu
25205	John LaSota	Letters F-J	jlasota@nova.edu
25213	OPEN	Letters K-O	
25217	Marie Bontemps	Letters P-T	mbontemps@nova.edu
25206	Sean Hyatt	Letters U-Z	seanhyat@nova.edu
23249	Bursar- A/R Fax		
	Collections		
25264	Lauriane Dalberis	<i>Manager, Collections & Inst. Loans</i>	lauriane@nsu.nova.edu
	OPEN	<i>Coordinator, Collections (Any)</i>	
25261	Elizabeth Ferrier	Letters A-H	ez50@nova.edu
25263	Lidilia (Lily) Bellido-Deluna	Letters I-P	lb1010@nova.edu
27250	Sherri Ann Chin	Letters Q-Z	schin1@nsu.nova.edu
27506	Jay Seiderman	Payment Arrangements/ Perkins/HHS loans	seiderma@nova.edu
23231	Collections Direct Fax		
		NSU's 800# 541-6682 ext. 5200	



NOVA SOUTHEASTERN UNIVERSITY
 Enrollment and Student Services
 Office of the University Bursar
 3301 College Avenue • Fort Lauderdale, Florida 33314-7796
 (954) 262-5200 • 800-541-6682 • Fax (954) 262-4131

DIRDEP



DIRECT DEPOSIT AUTHORIZATION

(domestic payments only – no international deposits)

Submit this form along with a voided check or bank letter at least **2-4 business days before** an expected refund.

- By fax to: (954) 262-4131 **OR** scan and email from your NSU email address to loandisb@nova.edu.
- By mail to: NSU Office of the University Bursar, 3301 College Avenue, Ft. Lauderdale, FL 33314-7796
- In person to: One-Stop Shops in the Horvitz or Terry Administration Bldgs. on the main campus in Davie, FL.

Check ONE box ☐ ONLY

Authorization

☐ **Set up new authorization**

☐ **Update existing authorization**

(Your **new information** will overwrite previous information on file. Do not cancel your direct deposit authorization, unless you want to receive future refund(s) as a check.

I authorize NSU to electronically deposit my refund(s) into my bank account. If a refund(s) is deposited, to which I am not entitled, I authorize the electronic return or adjustment by NSU. This authorization remains in effect until NSU receives written cancellation from me. Funds are generally available within 2-3 business days. It is my responsibility to verify funds are available at my bank before making any transactions.

Cancellation

☐ **I request that NSU cancel my existing direct deposit authorization on file.**

I authorize NSU to issue future refunds to me by check sent via U.S. Postal Service. I understand that I may submit a new Direct Deposit Authorization at any time to reinstate automatic deposit of refunds.

I understand that refunds deposited into my account before this cancellation is processed may either be accepted or returned to NSU by my bank. I understand that funds returned to NSU will be reissued to me within 3-5 business days. It is my responsibility to contact my bank to obtain funds not returned to NSU.

I confirm that I have elected my funds to be direct deposited to a U.S. financial institution and understand that in order to process my refund, whether by direct deposit or by check, my preferred mailing address must be current and active. (To view/update your address, click on "View/Update Address and Phone" on the "Home" tab in SharkLink at <http://sharklink.nova.edu/>.)

Complete ALL information below:

Student Name

Student NSU ID

Student's Daytime Phone Number

Student's Banking Institution

Student Signature

Date Signed

ATTACH VOIDED CHECK HERE FROM YOUR PERSONAL CHECKING ACCOUNT

Submit the completed form along **with a voided check or bank letter signed by a bank officer** with your personal checking account information (not a parent's or other person's) to the Office of the University Bursar. **Starter OR temporary checks MUST BE SIGNED** and include your name and address in the upper left corner.

NOT ACCEPTED:

- someone else's bank information (parent, spouse, business)
- payroll deposit forms, bank statements, deposit/ withdrawal slips, savings account slips
- savings accounts, prepaid card accounts, internet accounts, foreign accounts, business accounts, money market accounts, cash management accounts