Student Accounts Office

Frequently Asked Questions

How do I view my bill?
You can view your bill by selecting the "Student Finance" option in the Colleague Self-Service Portal.

Can I receive a paper copy of my bill?
Yes, you can print your bill from the Colleague Self-Service portal.

What questions are for Student Accounts and what questions are for the Office of Financial Aid?
If you have reviewed your ledger and still have questions about payment plans, payments, or your balance, please contact Student Accounts. For questions about loans, scholarships, or grants, please contact the Office of Financial Aid. Emails are answered in the order in which they are received.

Does Rivier University offer Tuition Insurance?
Tuition insurance is available through GradGuard and may be purchased during the payment process in TouchNet or directly through GradGuard. For more information, visit the Rivier University Tuition Insurance page.

I'm trying to set up the payment plan and can't figure it out based on the online instructions. What do I do?
The Student Accounts Office can assist you by email or phone. Staff can also schedule a Microsoft Teams meeting to walk you through the process while you share your screen.

I've paid my overdue balance. What do I do now?
Contact the Student Accounts Office to request the removal of the hold on your account. Holds are removed seven days after an ACH payment or immediately following payment by cash, credit card, or debit card.

I talked to someone in Student Accounts and an exception was made for me. What should I do?
Email and text notifications are sent to all students with an outstanding balance. If you have already spoken with the Student Accounts Office and received a written exception, you may disregard these notifications.

For my 1098T tax form calculations, the charges posted in the prior tax year aren't appearing. Why aren't these charges part of the calculations?
The IRS Instructions for Form 8863 state: "The amount of qualified tuition and related expenses reported on Form 1098-T may not reflect the total amount of the qualified tuition and related expenses paid during the year for which you may claim an education tax credit. You may include qualified tuition and related expenses that are not reported on Form 1098-T when claiming one of the related credits if you can substantiate payment of these expenses. You may not include

expenses paid on the Form 1098-T that have been paid by qualified scholarships, including those that were not processed by the universities." Rivier University cannot provide tax advice. For questions about Form 1098-T or education tax credits, please consult a tax professional.

Box 1 of my Form 1098-T does not equal the amount I paid for tuition during the year. Is this a mistake?
No. Box 1 reports amounts paid for QTRE during the calendar year (January to December of the previous year), as opposed to the academic year (September of the prior year to May of the current year). The form does not take into account that tuition bills may be due in a different calendar year than the term dates. For example, tuition for the spring term is typically billed in November, so a student may have paid tuition for the spring term in December 2025, despite the fact that the classes did not commence until January 2026.

What does each box on Form 1098-T report?

- **Box 1** reports amounts paid for Rivier University Qualified Tuition and Related Expenses (QTRE) during the calendar year. Box 1 may include payments made in the current calendar year for courses to be held during the upcoming calendar year. Payments include personal payments and student loans.
- **Box 4** is for adjustments made for a prior year such as QTRE payments and/or reductions in charges for QTRE that relate to amounts billed from a prior year. For example, if you paid Spring semester classes in December and withdrew from classes in January which resulted in a refund, Box 4 reports the decrease in paid tuition due to the withdrawal. The amount reported in Box 4 for adjustments to qualified tuition and related expenses may reduce any allowable education credit you may claim for the prior year. See **IRS Form 8863** or **IRS Publication 970** for more information.
- **Box 5** reports scholarships and grants disbursed during the calendar year. This amount includes all payments designated as scholarships and grants, as well as all payments by third parties (i.e., government, private, civic, religious, and/or nonprofit grants) to offset the cost of attendance. It DOES NOT include Student loans, for example subsidized, unsubsidized, PLUS, and alternative loans, or work study.
- **Box 6** is for adjustments to scholarships or grants from a prior year.

I'm an international student. Will I need to get a 1098-T and file taxes?
International students who are required to file U.S. taxes may need to include information reported on Form 1098-T. To determine whether you are required to file a tax return, please consult a tax professional. Additional information about tax filing requirements for nonresident students is available on the IRS website. The Student Accounts Office cannot provide tax advice.

What is a book voucher?
A book voucher is an advance on an anticipated credit balance created by an "overpayment" of financial aid on your student account.

How does the book voucher work?
When a student uses a book voucher, the amount spent is charged to their student account, reducing any refund available after financial aid is applied. If bookstore charges are posted after a refund has been processed, the student is responsible for paying any resulting balance. Students who choose not to use their book voucher will not incur any charges. The amount listed on the voucher represents the maximum credit available.

How will I know if I am eligible for a book voucher?
Once students are registered for the upcoming term, the Student Accounts Office will review their accounts to determine whether an anticipated credit balance is available. If a credit is available, the office will notify the eCampus Bookstore of the student's name, ID number, available credit amount, and expiration date. The eCampus Bookstore will then notify the student through their Rivier email when the voucher is available.

When will I receive a book voucher?
Student Accounts will begin issuing book vouchers after registration starts for the term and a student account has an anticipated credit balance.

Why do book vouchers expire after add/drop?
Once all paperwork is complete, the Financial Aid Office will work with Student Accounts to disburse the aid to the student account. After a credit balance is created, Student Accounts is required by regulation to return any excess funds to the student (or borrower in the case of a Parent PLUS loan). This return will bring the student account balance to $0, which means there is no longer an anticipated credit for that term and no funds to issue in a book voucher.

Who do I contact about an expired book voucher?
For assistance with an expired book voucher, please contact the Student Accounts Office.

Who do I contact about redeeming the book voucher or returning books?
For assistance, please contact the eCampus Bookstore Customer Service team by email or call 859-209-6958.

Does Rivier offer Foreign Student Health Insurance?
No, this is not offered at Rivier University.

Does Rivier offer Student Health Insurance?
No, this is not offered at Rivier University.

I am an online only student, or I don't drive a car. How do I request a waiver for the parking fee?
Students who attend classes exclusively online or do not drive may request a waiver of the annual commuter parking fee by contacting the Student Accounts Office before the first day of classes. The fee cannot be waived retroactively for prior academic years. All non-resident students are assessed the commuter parking fee, as many attend classes in a hybrid format or use on-campus resources, such as the library.

How much will my program cost? Will you tell me how much I need to pay in future semesters?
The Student Accounts Office cannot project or estimate costs for future semesters or for academic programs.

What is the Returned ACH Payment (E-Check) Policy?
If an e-check payment is rejected, the student and any authorized users will receive an email notification. A $30 returned payment fee will be assessed to the student's account. After two returned e-check payments within a six-month period, the option to pay by e-check will be disabled. ACH payments are also known as bank transfers or e-checks.

How can a student make a payment over the phone?
For assistance with online payments, please call (603) 897-8488.

How can a student make a payment in the cashier's office?
Students may make payments by credit card, cash, or check at the Student Accounts Office in Adrienne Hall, Monday through Friday, from 8:30 a.m. to 5 p.m. Students are encouraged to contact the office before visiting to confirm staff availability, as the office may occasionally close for special events or holidays. During the summer, the office closes at 3 p.m. on Fridays.

How can a student mail a payment?
Make checks payable to Rivier University and mail to:

Rivier University
ATTN: Student Accounts Office
420 South Main Street
Nashua, NH 03060

What is Rivier University's Tax ID #?
RU's Tax ID number is: 02-0223339. This number can also be found on the 1098-T. The number is used by taxpayers to file their tax information without the physical 1098-T on hand.

How does a student view their 1098T?
Log in to the Colleague Self-Service Portal and select "Tax Information."

How does a student access their 1098T if they do not have access to PeopleSoft?
A paper form can be mailed to the student's home address.

How does the student receive the W9-S form?
You can access and download Form W-9S from the IRS website. Completed forms may be submitted to the Student Accounts Office. All forms must be dated and include a handwritten (ink) signature, even if you are not applying for a loan. Forms without a date or signature cannot be accepted. Form W-9S is used by students to provide their Taxpayer Identification Number (TIN) or Social Security number (SSN).

How does a does a faculty/staff member apply for a Tuition Waiver?
Students and faculty members interested in applying for a tuition waiver should contact the Department of Human Resources for assistance.

How do I get my Strategic Partner discount through my job?
Strategic Partner discounts are not applied automatically. To receive the discount, students must email a photo of their employee ID to the Student Accounts Office before the first day of classes. For more information about eligibility and program benefits, visit the Strategic Partners Program page. Strategic Partner discounts cannot be applied retroactively.

How does a student set up company deferment in anticipation of employee reimbursement?
Students can access the company deferment form on Rivier University's Tuition and Fees page. The completed form must be submitted by the tuition due date.

How do I sign my Student Financial Responsibility Agreement (SFRA)?
In the Colleague Self-Service Portal, click your username in the upper-right corner and select "Required Agreements." Click "View" to review the Student Financial Responsibility Agreement. After reading the agreement, click "Accept." A pop-up window will appear with the option to print a copy. You can review the agreement at any time by returning to "Required Agreements" under your username in Self-Service. Once accepted, the agreement cannot be rescinded.

There's an error in my bill. Does that mean I don't have to pay the correct amount?
Administrative, clerical, or technical billing errors do not absolve students of their financial responsibility to pay the correct amount of tuition, fees, and other associated financial obligations at Rivier University.

I registered after the tuition due date. When is my tuition due?
Students who register after the tuition due date must pay their balance or establish a payment plan immediately. If you anticipate a delay while working with the Office of Financial Aid, please contact the Student Accounts Office to avoid late fees or being dropped from your classes.

What happens if I don't pay my tuition?
Students who do not pay their balance or establish a payment plan will have a business hold placed on their account, preventing them from adjusting their schedules or registering for classes. The hold may also prevent students from receiving their transcripts or diplomas. Additional late fees and a monthly finance charge of 1.5% may be assessed. Unpaid balances may eventually be referred to a collection agency, potentially affecting the student's credit score.

Why do I have a balance? I thought I paid everything.
There are several reasons why a balance may appear on your student account after registration. Housing charges may take additional time to post, and some nursing students may experience delays before exam fees and other related charges are added. Your balance may also change due to adjustments to your financial aid or outstanding requirements needed to complete the financial aid process.

Students are encouraged to review their account ledger in the Colleague Self-Service Portal, paying close attention to the breakdown of charges and financial aid. If you have questions about your balance, please contact the Student Accounts Office. Including screenshots of your ledger can help staff review your account and provide assistance.

For questions about completing the financial aid process, please contact the Office of Financial Aid.

Office of Student Accounts
Rivier University | (603) 897-8488

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