



**UNIVERSITY OF
SOUTH FLORIDA**
A PREEMINENT RESEARCH UNIVERSITY

FLORIDA PREPAID FREQUENTLY ASKED QUESTIONS

Setting Up Your Account at USF

- **How does USF know I have Florida Prepaid?** USF matches our currently enrolled students to a file we receive from Florida Prepaid and bills your plan automatically every semester. You do not need to notify us if you want to have Florida Prepaid billed. We do not need any paperwork from you, and we do not need to see your Florida Prepaid card.
- **How do I use my Florida Prepaid Dorm plan?** The dorm plan is automatically billed for Fall and Spring terms. Prepaid does not allow billing of housing for Summer Terms. If you do not want the University to bill Florida Prepaid, you must notify Student Accounting Services. Please fill out and submit the Request Not to Bill/Resume Billing form prior to the first week of classes to have your account inactivated. You can find the form at the following link: http://www.usf.edu/business-finance/controller/student-services/student-accounting/florida_prepaid_billing.pdf.
- **Can I select how many hours I want billed?** No. We bill for all registered credit hours or the number of hours remaining on your prepaid plan, whichever is less.

Fees Covered by Florida Prepaid

- **How much will Florida Prepaid pay towards my account balance?** Please go to the following link to view the contribution amount of Florida Prepaid for tuition plans, https://www.usf.edu/business-finance/controller/documents/florida_prepaid_worksheet_usf.pdf. Students utilizing the "Tuition Only" plan will use the Tuition Fee Plan column and students utilizing the "Tuition and Local Fee" plan will use the Tuition + Local Fees Plan column. If you are unsure of your plan, please check your Florida Prepaid card or contact Florida Prepaid directly at 1 (800) 552-4723 #2.

- **What fees are not covered by my Florida Prepaid tuition plan?**
 - **Tuition Plans** - Students are responsible for the following applicable fees: Activities and Services, Athletic, Health, Transportation, Facilities, Technology, Green Energy, and Flat fees as well as all additional course fees i.e. lab, distance learning, repeat course fees, etc.
 - **Local Fee Plans** - Does not cover the Student Union Enhancement flat fee and the Technology, Facilities, Green Energy and Transportation fees as well as all additional course fees i.e. lab, distance learning, repeat course fees, etc.
 - Tuition Differential is waived for students whose plans were purchased on or before July 31, 2007, or have a STARS Scholarship otherwise a Tuition Differential plan needs to have been purchased to cover that fee.
- **Can Florida Prepaid be used for graduate or professional level courses?** If you have hours available, we can bill prepaid, but they do not pay graduate or professional rates. They will pay the same rates that are covered for undergraduate courses.

Information about what USF charges for tuition and fees can be found here:

<https://www.usf.edu/business-finance/controller/student-services/tuition-rates.aspx>

Paying Your Account Balance

- **How will I know how much Florida Prepaid is paying on my account?** This amount will be displayed in Student Self-Service in Account Detail link under the Tuition & Fees section. The Florida Prepaid estimated payment for tuition and dorm will be listed under the Memos section. The link to logon to Student Self-Service to view student account information is: <http://usfonline.admin.usf.edu>
- **How will I know how much I need to pay on my account?** In Student Self-Service, go to Account Summary under the Tuition & Fees section and deduct the Memo Balance from the Account Balance at the top of the page. This will be the amount you are required to pay less any expected Financial Aid if applicable.
- **When do I pay my remaining balance?** If you have a Florida Prepaid tuition memo for the semester (on [Student Self-Service](#) – view Account Detail) you have until the [Financial Aid deferment deadline](#) to pay any outstanding tuition and fees. If you do not have a Florida Prepaid tuition memo, or have requested us not to bill Prepaid for the semester, your balance is due by the end of the fifth day of classes (unless you have a [Financial Aid Deferment](#)).

- **When will my Florida Prepaid be applied towards my account balance?** Florida Prepaid is first invoiced the second week of the term after the drop/add period. Payments are received and posted approximately 4-6 weeks after invoicing. We invoice throughout the term for students that register for additional courses or have additional hours added at Florida Prepaid.

Registration/Dorm Changes

- **Will My Florida Prepaid adjust if I add or drop a class?** When you change your registration hours, your Florida Prepaid amount will not immediately adjust to the number of hours for which you are now registered. It requires an overnight process that reviews your registered hours and compares against the number of hours remaining on your Florida Prepaid plan. Until the overnight process is run, the Florida Prepaid amount shown on your account is incorrect. After we have invoiced, any amounts for dropped courses cannot be sent back to Florida Prepaid. If courses are added, we will invoice for those hours.
- **Will My Florida Prepaid adjust if I change my dorm? (For students with the dormitory plan)** If you change your dorm before the first week of the classes your Florida Prepaid amount will not immediately adjust to the new dorm rate. It requires an overnight process to adjust the amount to be billed. If you change to a higher cost dorm after we have already billed Florida Prepaid (normally the Tuesday after the first week of classes) you will need to contact our office to request and adjustment to your prepaid.

Financial Aid/Refunds

- **Will my financial aid expected refund be affected by this process?** The University will invoice Florida Prepaid the second week of the semester and we generally receive payment 4-6 weeks later. If you have other financial aid, it may be posted to your account before we receive payment from Florida Prepaid. This may mean that you do not receive a refund until the payment from Florida Prepaid is posted.
- **Can Florida Prepaid be applied before my Financial Aid?** Most financial aid is disbursed during the 2nd week of classes, before Florida Prepaid is billed.
- **What if I have both Florida Prepaid and Bright Futures?** You may use both programs to help fund your educational expenses. You do not lose funding in one program because you have the other. It does not matter whether Florida Prepaid or Bright Futures is applied first both will pay based on the number of registered credit hours. Bright Futures funds are disbursed after the drop/add period which is the end of the first week of classes. Florida Prepaid payment will be posted 4-6 weeks after the start of classes

Issues/Pausing Billing

- **Why isn't Florida Prepaid appearing on my account as a memo? Below are some of the more common reasons:**
 - If your Florida Prepaid account is on hold, delinquent, or you need to complete a survey, prepaid will not pay your account (Florida Prepaid updates their files once per week. After the survey is complete or your account is removed from the delinquency status, the following week's update from prepaid will reflect the change in status and then it will post on your Student Self-Service account as a memo).
 - If you've recently registered, it may take a few days for the system to update and reflect Florida Prepaid as an expected payment (memo) on your USF account.
 - You've opted out for the semester by filling out a Request Not to Bill form.
 - You have no Florida Prepaid hours available to bill.
 - Prepaid memos and tuition differential waivers do not start generating for a new term until the current term is over. They usually start appearing about 3 to 4 weeks before the start of the term.
 - Your social security number (SSN) with Florida Prepaid does not match what USF has on file or there is more than one account at USF with the same SSN.
- **What if I do not want my Florida Prepaid to be invoiced?** If you do not want the University to bill Florida Prepaid, you must notify Student Accounting Services. Please fill out and submit the Request Not to Bill/Resume Billing form prior to the first week of classes to have your account inactivated. You can find the form at the following link: https://www.usf.edu/business-finance/controller/documents/student-services/florida_prepaid_dnb.pdf. Should you want to use Florida Prepaid for future terms you would need to submit a new form requesting the University to resume billing.

For additional information please visit the following Student Accounting Services link:

<http://www.usf.edu/business-finance/controller/student-services/student-accounting/florida-prepaid.aspx>