BILLING INFORMATION

Policy Statement

The Business Services Offices strives to provide accurate billing and handle concerns in a timely manner. Any student with a question about a bill must follow the procedure to have it addressed.

Reason for Policy/Purpose

This policy is required for the effective communication of university policy regarding billing information.

Who Needs to Know This Policy

All students attending The University of Southern Mississippi.

Website Address for this Policy

www.usm.edu/institutional-policies/policy-adma-bus-001

Definitions

Policy/Procedures

If a student thinks a bill is wrong or needs more information about a transaction on a bill, he or she must write the Business Services, 118 College Drive #5133, Hattiesburg, Mississippi 39406-0000. Write as soon as possible. We must hear from students no later than 60 days after we sent the first bill on which the error or problem appeared. Students can telephone, but doing so will not preserve their rights.
In the letter, provide the following information:

1. Student name and Social Security or account number.
2. The dollar amount of the suspected error.
3. Describe the error and explain why there is an error.

If more information is needed, describe the item about which there is a question. We will correct the error or explain why we believe the bill was correct.

**Review**

The Bursar is responsible for the review of this policy every four years (or whenever circumstances require immediate review).

**Forms/Instructions**

N/A

**Appendices**

N/A

**Related Information**

N/A

**History**

11/01/11: Formatted for Institutional Research website.
02/20/13: Formatted for template. Minor editing of punctuation and word usage throughout.

**Amendments:** Month, Day, Year – summary of changes
Authorization

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As the Responsible Officer, I have reviewed this policy and believe it represents the current policy.

______________________________  ________________
Barbara Emadina                  3.13.13       
Responsible Officer               Date