Q: How is my Florida Prepaid handled differently than in prior semesters?
A: In the past charges that were to be paid by Florida Prepaid were moved off of your student account and posted to a third party contract and Florida Prepaid paid the third party account. The new process will keep all of your charges on your student account and Florida Prepaid will pay directly to your student account.

Q: How does USF know I have Florida Prepaid?
A: USF matches the list of currently enrolled students to Florida Prepaid’s database. There is no need to bring your Florida Prepaid card to the Student Financial Services Office.

Q: How will I know how much Florida Prepaid is paying on my account?
A: This amount will display in OASIS by selecting the Student Tab, then the Tuition and Fees section, and then the View Account by Term section. The Florida Prepaid estimated payment for tuition and dorm will be listed under the Memos section. The link to logon to OASIS to view student account information is:

http://usfonline.admin.usf.edu

Q: How will I know how much I need to pay on my account?
A: In OASIS go to the View Account by Term section and deduct the Memo Balance from the Account Balance. This will be the amount you are required to pay less any expected Financial Aid if applicable.

Q: When do I pay my remaining balance?
A: All tuition and fees not covered by your Florida Prepaid plan (unless you have a financial aid deferment) are due by the end of the fifth day of classes. To view payment deadlines please go to: http://www.usf.edu/business-finance/controller/student-services/deadline-dates.aspx.

Q: Why isn’t Florida Prepaid appearing on my account as a memo?
A: There could be several reasons:

- Your SSN with Florida Prepaid does not match what USF has in our system
- If your Florida Prepaid account is delinquent or you need to complete a survey (students receive e-mails from the Student Financial Services Office on this) prepaid will not pay your account
- Florida Prepaid updates their files once/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 OASIS 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 student account.
- You've opted out for the semester
Q: Will My Florida Prepaid adjust if I add or drop a class?

A: 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 showing on your account is incorrect.

Q: Will My Florida Prepaid adjust if I change my dorm? (For students with the dormitory plan)

A: 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 bill. 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.

Q: When will my Florida Prepaid be applied towards my account balance?

A: Florida Prepaid is posted approximately 3-4 weeks from the first day of classes.

Q: Will my financial aid expected refund be affected by this new process?

A: The University will invoice Florida Prepaid the second week of the semester and we generally receive payment 2 weeks later (4th week of the semester). If you have other Financial Aid it may post 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.

Q: Can Florida Prepaid be applied before my Financial Aid?

A: Financial Aid is applied during the 2nd week of classes and is applied before Florida Prepaid.

Q: How much will Florida Prepaid pay towards my account balance?


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 view your Florida Prepaid card or you may contact Florida Prepaid directly at 1 (800) 552-4723 #2.

Q: What fees are not covered by my Florida Prepaid tuition plan?

A: Tuition Plans - Students are responsible for the following 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 January 31, 2007 otherwise a Tuition Differential plan needs to have been purchased to cover that fee.

Q: What if I do not want my Florida Prepaid to be invoiced?

A: If you do not want the University to bill Florida Prepaid you must notify Student Financial 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.

Should you want to use Florida Prepaid for future terms you would need to submit a new form requesting the University to resume billing.

Q: How do I apply my Florida Prepaid Dorm?

A: Starting in Spring 2017 the dorm plan will also be 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 Financial 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.

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