Dear Student,

You are receiving this notice because you have Florida Prepaid and are registered for classes. Below is a list of the most commonly asked questions:

**Q: How does FAU know I have Florida Prepaid?**

A: At the beginning of each term FAU matches the list of currently enrolled students to Florida Prepaid’s database, and then Florida Prepaid sends the payment to FAU after we bill them. There is no need to check-in with the Controller’s Office with your Florida Prepaid card.

**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. As the term approaches, the expected payment date from Florida Prepaid will be posted on your Account Summary by Term webpage (accessible through your MyFAU student account in FAU Self Service).

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

A: Financial Aid is applied during the 2nd-3rd week of classes and is applied before Florida Prepaid.

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

A: Please go to the following link to view the contribution amount of Florida Prepaid, [http://www.fau.edu/controller/student_information/pdfs/fpp.pdf](http://www.fau.edu/controller/student_information/pdfs/fpp.pdf). Students utilizing the “Tuition Only” plan will use the middle column and students utilizing the “Tuition and Local Fee” plan will add the middle and right 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 plan?**

A: Florida Prepaid will not pay for your Owl Card (Photo I.D.); Technology Fees; Orientation Fee; Lab Fees; Late Payment Fee; Payment Plan Fees; eLearning Fees; Repeat Course Surcharge Fee (for more information on this fee, please visit [http://wise.fau.edu/registrar/](http://wise.fau.edu/registrar/)) and Transportation Access Fee (Parking Decal for more information, please visit [www.fau.edu/parking/](http://www.fau.edu/parking/)).

**Q: When do I pay my remaining balance?**

A: All tuition and fees not covered by your Florida Prepaid plan (including those not covered by Financial Aid) are due two weeks following the last day to pay. [http://www.fau.edu/registrar/acadcal.php](http://www.fau.edu/registrar/acadcal.php)

**Q: Can I sign up for a payment plan if I have Florida Prepaid?**

A: Yes, during the Fall and Spring Terms, however, payment plans are not offered during the Summer Term. [http://www.fau.edu/controller/student_information/tuition_pay_plan.php](http://www.fau.edu/controller/student_information/tuition_pay_plan.php)
Q: What if I do not want my Florida Prepaid to be invoiced?

A: If you do not want your Florida Prepaid to be invoiced, please go to the following link and complete a Request for Change in Billing of Florida Prepaid form, http://www.fau.edu/controller/student_information/pdfs/Request_for_change__Florida_Prepaid_form.pdf.

Q: How do I apply my Florida Prepaid Dorm?

A: Please contact the Housing Office to utilize the Florida Prepaid Dorm plan, http://www.fau.edu/housing/contact.php.

Q: How do I set up an authorized user for my account?

A: On the billing web site you can view your statements, make payments, add an alternative email address, and set up AUTHORIZED USERS. You can also set-up text messaging under "My Profile."

For additional information please visit the following Student Financial Service link http://www.fau.edu/controller/student_information/

Email questions to webcontroller@fau.edu.