

## Bursar Office – Frequently Asked Questions

### Q: How do I pay for my tuition/fees?

A: There are multiple ways to pay. For current account balances:

- You can pay with cash, personal check, cashier's check, or money order at the Bursar Office (Mon-Fri 8am-5pm).
- Mail in a check, cashier's check, or money order to: OCCC, Attn: Bursar Office, 7777 S May Ave, Oklahoma City, OK 73159. Include the student's name and ID number.
- Pay online with your Bank Account (no fee) or use a debit/credit card (with a service charge). We DO NOT accept credit card payments in person.

#### How to Make A Payment:

- Log in to the Student Portal.
- Click on the Self-Service Tab in the middle of the web page.
- Click on *Make a Payment/Enroll in Payment Plan*
- Click on the blue *Continue to Payment Center* button.
- Select the green *Make Payment* button.

### Q: I have an old balance, and I want to pay by credit card (I no longer have access to the student portal). How can I do that?

A: Call our collection company Account Management Resources (AMR) and pay with them over the phone at 405-290-2032.

You can also pay your old debt directly to us with cash, cashier's check, or money order. You will have to pay the entire balance, including collection cost fees, at one time if paying at Bursar Office.

### Q: How do I pay for Selective Admissions Application Fee (Health Profession Application), Student Liability Insurance, or Physical Student ID Card?

A: There are multiple ways to pay:

- You can pay by cash at the Bursar Office.
- You can pay by card online at the [OCCC Marketplace](#)
  - Go to [www.occc.edu](http://www.occc.edu)
  - Go to Bursar Office
  - Go to Marketplace
  - Click on OCCC Student Store

- Select what you wish to pay for.
- A receipt will be emailed to the email address entered.

**Q: How do I view my account details or get a detailed invoice?**

A: [How to View An On-Demand Statement](#)

- Log in to the Student Portal.
- Click on the Self-Service Tab in the middle of the web page.
- Click on the *Menu Icon* located at the top left corner.
- From the dropdown menu, choose *Financial Information*.
- Within the Financial Information section, click on the dropdown that states *Make a Payment/Enroll in Payment Plan*.
- Select *Account Activity*.
- Locate the term you are needing on the left side, and click on *View Statement* on the right side of the page.

**Q: When is my payment due?**

A: Payments are always due in full by the first day of the term you are enrolled in. Students may pay in full or enroll in a payment plan. For **payment plan options/details**, please see the information linked here:

[How to Enroll Into a Payment Plan](#)

- Log in to the Student Portal
- Click on the Self-Service tab in the middle of the page.
- Click on *Make a Payment*.
- Click the blue *Continue to Payment Center* button.
- To enroll in a payment plan, select *Enroll in Payment Plan* button.
- Select a Term.
- Either View Details of the payment plan or click *Select* to continue.
- Select either Yes or No for *Set up Automatic Payments*.
  - If Yes (\$25 payment plan set up fee is waived), select Payment Method, and enter information.
  - If No (\$25 payment plan set up fee is Not waived, and will be added to the overall balance), select No.

**Q: How do I set up my refund preference? All refunds (except Concurrent Students and Debit/Credit card payments) are refunded through BankMobile.**

A: [How to Select My Refund Preference](#)

- Log in to your Student Portal
- Locate the Student Menu box.
- Select *My Money*.
- Select *Select Refund Preference*.
- You will be redirected to the BankMobile website.
- Once on the BankMobile website, click *I need a code*.
- Fill out the required information, then click *Request My Personal Code*. (This code may go to your junk email folder.)
- Once you receive the email with your Personal Code, enter it in the *Your Personal Code* box, and select *Get Started*.
- When you are asked for your **secret validation code**, use the following format: 7 digits Student ID#, 2 digits birth month, 2 digits birthday, with NO spaces or dashes. 11 digits all run together.
- You will then proceed with selecting your refund preference.

You have the option to set up your own existing bank account as an option, OR you can open up a BankMobile Vibe Account.

If you click on "Select Refund Preference" and there is an error, please email [bursar@occc.edu](mailto:bursar@occc.edu).

**Q: I have a Bursar hold on my account. How do I resolve this?**

A: You may have a hold for a plethora of reasons.

- Most commonly: there is a past due balance with no awarded Financial Aid, or you haven't set up a refund preference.
- If you just paid online but still have a hold, please note it takes 24 business hours for us to get those holds removed. It is not automatic, and we are constantly working reports to remove holds.
- If those are not the reasons, please email [bursar@occc.edu](mailto:bursar@occc.edu) or call 405-682-7825.

**Q: When am I getting my Financial Aid refund?**

A: [Financial Aid Disbursement Dates](#)

Make sure you have set up your refund preference if you are expecting a Financial Aid refund.

**Q: What is the phone number for your Collection Agency?**

A: The Collection Agency's name is Account Management Recourses (AMR), and their phone numbers are 405-290-2032 or toll free 1-866-723-2455.

**Q: I have tuition assistance (TA) from the military (Army, Air Force, Navy, Marines).**

A: Please turn in your TA form to the bursar office by emailing the form to [thirdpartybilling@occc.edu](mailto:thirdpartybilling@occc.edu) or 405-682-7825.

**Q: Where is my National Guard Waiver?**

A: Please contact the Financial Aid Office at [financialaidoffice@occc.edu](mailto:financialaidoffice@occc.edu), as they award National Guard Waivers

**Q: I have a scholarship, have you received it yet?**

A: First, review your account statement details, as described above. If the scholarship does not show posted to your account, you may contact [thirdpartybilling@occc.edu](mailto:thirdpartybilling@occc.edu) or 405-682-7825.

**Q: When will I get my scholarship refund (This is NOT regarding Financial Aid refunds)?**

A: Refunds are usually processed after designated drop with refund dates.

1. Have you selected your refund preference?
2. Concurrent students are not eligible to set a refund preference with BankMobile **but** will be refunded by paper check.

Verify concurrent student's address with the Bursar Office. They have 90 days to cash/deposit check.

3. Any further questions, email [thirdpartybilling@occc.edu](mailto:thirdpartybilling@occc.edu) or 405-682-7825.

**Q: My employer is paying for my tuition/books.**

A: Make sure you turn in your voucher/award letter to the bursar office via email at [thirdpartybilling@occc.edu](mailto:thirdpartybilling@occc.edu). For questions, call 405-682-7825.

**Q: I attend Epic Charter School and want to use my learning fund to pay for school.**

A: Email your request to [thirdpartybilling@occc.edu](mailto:thirdpartybilling@occc.edu). For questions, call 405-682-7825.

**Q: Why is my concurrent waiver not applied to my account yet?**

A: Concurrent waivers are transmitted by Financial Aid about a week before the semester starts. If the concurrent waiver is not awarded on the account by the start of the semester, reach out to the Financial Aid Office at 405-682-7525 or [financialaidoffice@occc.edu](mailto:financialaidoffice@occc.edu).

**Q: My state taxes were intercepted.**

A: As a state institution, we participate in the Warrant Intercept Program. This means any debt owed to the college is reported to the Oklahoma Tax Commission, and they intercept State (NOT Federal) refunds to apply to student's past due balance(s). If you need any more specific information on a tax intercept, please call the Bursar Office at 405-682-7825.

**Q: I am a retiree and need to know how much to pay for my insurance?**

A: There are multiple ways to pay:

- You can pay with cash or check at the Bursar Office (8:00-5:00 Mon-Fri).
- Mail in a check, cashier's check, or money order to: OCCC, Attn: Bursar Office, 7777 S May Ave, Oklahoma City, OK 73159. Include the retiree's name and ID/account number.
- Pay online with your Bank Account (no fee) or use a debit/credit card (with a service charge). We DO NOT accept credit card payments in person. Instructions to pay online can be found here:

[How to Make A Payment:](#)

- Log in to the Student Portal.
  - Click on the Self-Service Tab in the middle of the web page.
  - Click on *Make a Payment/Enroll in Payment Plan*
  - Click on the blue *Continue to Payment Center* button.
  - Select the green *Make Payment* button.
- If you have more detailed questions about your payment or balance, please call the Bursar Office at 405-682-7525 or email [bursar@occc.edu](mailto:bursar@occc.edu).

- If you have more specific questions about your insurance coverage specifically (not about a balance), you will need to contact Julie Green in HR at 405-682-7569

**Q: I have filled out a student Appeal of Charges but have not heard back?**

A: The Appeals Committee meets at the end of each month to review submitted appeals. They will contact students by email with their determination. If you have not received an email by the middle of the following month, please email [bursar@occc.edu](mailto:bursar@occc.edu).

**Q: How do I obtain my 1098-T?**

A: 1098-T's will be available on the Student Portal. To access your 1098-T:

- Log in to the Student Portal.
- Click on the Self-Service Tab in the middle of the web page.
- Select Student Tax Information. To see the form online, you must select your preference to receive the document electronically.
  - If there is not a 1098-T on your account, email [bursar@occc.edu](mailto:bursar@occc.edu) or call 405-682-7825.
  - If you do not have access to your Student Portal, contact the IT Help Desk at 405-682-7777.

**Q: I did not provide electronic consent to have my 1098-T available online.**

A: The 1098-T's (that do not have electronic consent) will be mailed by January 31st to the mailing address in the system

**Q: I have specific questions about my 1098-T.**

A: The 1098-T is formulated according to IRS guidelines, and the information is not able to be changed. If you have further questions, please email [bursar@occc.edu](mailto:bursar@occc.edu).

**Q: I have all sorts of fees billed to me, but I am taking classes online. Do I still have to pay all those fees (Library Fee, Facility Fee, Student Activity Fee, etc.)?**

A: All of those fees are charged per credit hour, regardless of if classes are online or in person. We are a State-run Institution, so these are mandatory fees set by our Board of Regents each year, and everyone (including online) are charged these fees.