

PAYING FALL-WINTER FEES WITH OSAP FUNDS

Key Dates for Students Paying with OSAP Funds	
June 30 th	Apply for Fall-Winter OSAP funding and submit all required documentation.
Mid-July (4-6 weeks before the start of classes)	Submit all of the required OSAP documentation to Enrolment Services at least 4-6 weeks before the start of classes. Submit your Master Student Financial Aid Agreement (MSFAA) to the National Student Loan Centre (first-time OSAP applicants only).
Minimum Required Payment to Register Deadline	Request an OSAP deferral or Pay the minimum required payment to register amount to change your registration status from Invited to Registered by your division's registration deadline.
Ten business days Before the start of Fall classes	Enrolment Services will begin confirming Fall term enrolment and request Fall term OSAP funding to be redirected from OSAP to your ACORN account to pay for your Fall term fees.
Beginning of September	OSAP redirects Fall term OSAP funding to the University of Toronto.
September 30 th	Pay Fall term fees not paid by OSAP.
October 15 th	Monthly service charge fee at a rate of 1.5% compounded (19.56% per annum) for unpaid Fall term fees will be billed on your ACORN invoice starting October 15 th .
First Week of December	Enrolment Services will begin confirming Winter term enrolment and request Winter term OSAP funding to be redirected from OSAP to your ACORN account to pay your Winter term fees.
Beginning of January	OSAP redirects Winter term OSAP funding to the University of Toronto.
January 31 st	Pay Winter term fees not paid by OSAP.
February 18 th	Monthly service charge fee at a rate of 1.5% compounded (19.56% per annum) for unpaid Winter term fees will be billed on your ACORN invoice starting February 18 th .
April 30 th	If Fall-Winter session fees are not paid, a financial hold will be recorded on a student's ACORN account which will block the release of transcripts and registration in future sessions.

Minimum Payment to Register

The minimum required payment to register deadline for the Fall-Winter session for your division (Fall term tuition fees and unpaid prior session fees) is before Fall term OSAP funding is released, however OSAP students may be allowed to register without payment if certain conditions are met.

You can apply for an online OSAP deferral (register without payment) on ACORN to change your registration status from Invited to Registered without payment if:

- 1) you applied for OSAP for the Fall-Winter session and submitted required application documentation by June 30th, and
- 2) you have received a Notice of Assessment > \$1.00, and
- 3) you have paid for prior session fees, and
- 4) your OSAP funding is approved before your division's minimum required payment to register deadline.

The ACORN Finances dashboard will display a Deferred payment for student loan (OSAP) financial arrangement for the session if you have successfully applied for an OSAP deferral.

Finances	
Outstanding Balance (Debit Account Balance)	\$8,439.28
Financial Arrangements	
Fall-Winter 2018-2019	Deferred payment for student loan (OSAP)

If you are unable to get an OSAP deferral (register without payment) then you must make the minimum required payment (Fall term tuition fees and unpaid prior session fees) displayed on your ACORN invoice before your division's minimum required payment to register deadline in order to change your registration status from Invited to Registered. If you do not make the minimum required payment displayed on your ACORN invoice, your Fall - Winter registration will be financially cancelled, and your course enrolments will be cancelled. Fee payment instructions can be viewed on [Making a Fee Payment](#).

Pay Fall Term Fees with OSAP Funds

- Submit all of the required OSAP documentation to Enrolment Services by mid- July, or at least 4-6 weeks before the start of classes
- Submit your Master Student Financial Aid Agreement (MSFAA) to the National Student Loan Centre (first-time OSAP applicants only)

Starting approximately ten business days before the start of Fall term classes, Enrolment Services will begin to electronically confirm Fall term enrolment.

In order for your enrolment to be confirmed:

- a) your Fall-Winter registration status on ACORN must be Registered; and,
- b) the program, course load and study level information on your OSAP application matches the information on your University of Toronto student record, or you are enrolled in a full-time Fall term course load (according to OSAP definition).

Starting in 2018-19: As per Government of Ontario requirements affecting all OSAP recipients, your Fall term OSAP funding will be redirected from OSAP to your ACORN account at the University of Toronto to pay your Fall term fees (with the exception of admissions and residence deposits). If your Fall term OSAP funding is *greater* than the Fall term fees you owe, OSAP will deposit your remaining Fall term OSAP funding into your bank account. If your redirected OSAP funding is *less* than the fees you owe, you must pay the outstanding fees by the Fall term payment deadline of September 30th.

You can view the Fall term OSAP funding to be redirected to your ACORN account on the OSAP website, and on the new ACORN Net Cost View Statement.

Prior to Fall term OSAP confirmation of enrolment:

The ACORN Net Cost View will display the Fall term "Anticipated OSAP" amount which is the estimated OSAP amount needed to pay for your Fall term tuition and non-tuition fees. If you have made a Fall term tuition payment, then the Fall term OSAP funding amount to be directed to your ACORN account will be reduced by the payment amount.

Example:

Fall Tuition & Fees totaled \$9,152.18 and the Anticipated amount of OSAP to be redirected to your ACORN account is \$5,062.50 (not including any fee payments that you have made).

The screenshot displays the 'ACORN' system interface for the University of Toronto. The left sidebar contains navigation options under 'ACADEMICS' and '\$ FINANCES'. The main content area is titled 'Invoice & Net Cost' and has a 'Net Cost' tab selected. The primary section is 'What is My Net Cost?', which explains that the net cost is the anticipated sum of tuition and fees after OSAP is applied. It includes a 'Print Net Cost' button. Below this are three summary cards for different terms:

Term	Tuition & Fees	Anticipated OSAP	Received OSAP	Net Cost
2017-2018 Fall/Winter	\$18,249.36	\$11,205.00	\$0.00	\$7,044.36
2017 Fall	\$9,152.18	\$5,602.50	\$0.00	\$3,549.68
2018 Winter	\$9,097.18	\$5,602.50	\$0.00	\$3,494.68

After OSAP confirmation of enrolment:

Check the Funding section of your online OSAP account. When you log in to check your status, you can click the blue button "View the amount of your funding", then scroll down to the section "When you'll get your money" to see the "Amount deducted to pay tuition directly to your school"

Example:

\$6,982 is the Total Fall OSAP payment

\$4,526 is the Amount deducted to pay for Fall tuition directly to your school within 10 business days of enrolment confirmation

\$2,456 is the remaining payment that will be deposited in your bank account within 10 business days of enrolment confirmation

When you'll get your money

[Understand how and when you'll get your money](#)

[What to do if you have a new bank account](#)

1st payment

Estimated release date:	Aug 29/18 - Aug 31/18	Why this is an estimated date
Status:	Your school has confirmed that you are enrolled in full-time studies. Your money will be deposited into your bank account on the estimated date above. Who to contact if you haven't gotten your money	
Payment amount:	\$1,869	Ontario Student Grant
	\$1,471	Canada Student Grant for Full-Time Students
	\$3,642	Canada-Ontario Integrated Student Loan
	\$6,982	Total payment
Deposited amount:	\$6,982	Total payment
	\$4,526	Amount deducted to pay tuition directly to your school Why an amount was deducted
	\$2,456	Total deposited

The redirected OSAP amount is based on the amount of fees owing (or unpaid) on the Confirmation of Enrolment date. More information on how the redirected OSAP amount is calculated is available on the Enrolment Services website.

The Fall term OSAP redirected payments to the University of Toronto will be displayed on the ACORN invoice separately as Federal and Provincial amounts:

PAYMENTS	
2018 Fall	
OSAP Payment - Federal (2018-09-25)	\$ 750.00CR
OSAP Payment - Provincial (2018-09-28)	\$1,000.00CR

The Fall term OSAP payments will be displayed separately on the ACORN Payment History screen:

Process Date	Transaction Description	Invoice Session	Transaction Amount
2018-09-28	OSAP Payment - Provincial	Fall 2018	\$1000.00 CR
2018-09-25	OSAP Payment - Federal	Fall 2018	\$ 750.00 CR

Fall term OSAP funding will begin to be redirected from OSAP to the University of Toronto in early September; however, it can take up to two weeks for the funding to be received by the University of Toronto and recorded in your ACORN account.

If your redirected OSAP funding is less than the fees you owe, you must pay the outstanding fees by the Fall term payment deadline of September 30th.

All Fall term fee payments must be made by September 30th.

Monthly service charge fee billing at a rate of 1.5% compounded (19.56% per annum) will be billed for unpaid Fall term fees on your ACORN invoice starting on October 15th.

Fee payment instructions can be viewed on [Making a Fee Payment](#)

Pay Winter Term Fees with OSAP Funds

Starting in the first week of December, [Enrolment Services](#) will begin to electronically confirm Winter term enrolment.

In order for your enrolment to be confirmed:

- a) your Fall-Winter or Winter registration status on ACORN must be Registered; and,
- b) the program, course load and study level information on your OSAP application matches the information on your University of Toronto student record, or you are enrolled in a full-time Winter term course load (according to OSAP definition).

Starting in 2018-19: As per Government of Ontario requirements affecting all OSAP recipients, your Winter term OSAP funding will be redirected from OSAP to your ACORN account at the University of Toronto to pay your Winter term fees (with the exception of admissions and residence deposits). If your Winter term OSAP funding is *greater* than the fees you owe, OSAP will deposit your remaining Winter term OSAP funding into your bank account. However, if your redirected OSAP funding is *less* than the fees you owe, you must pay the outstanding fees by the Winter term payment deadline of January 31st.

You can view the Winter term OSAP funding to be redirected to your ACORN account on the OSAP website, and on the new ACORN Net Cost View Statement.

Prior to Winter term OSAP confirmation of enrolment:

The ACORN Net Cost View will display the Winter term "Anticipated OSAP" amount which is the estimated OSAP amount needed to pay for your Winter term tuition and non-tuition fees. If you have made a Winter term tuition payment, then the Winter term OSAP funding amount to be directed to your ACORN account will be reduced by the payment amount.

Example:

Winter Tuition & Fees totaled \$9,097.18 and the Anticipated amount of OSAP to be redirected to your ACORN account is \$5,062.50 (not including any fee payments that you have made).

Term	Tuition & Fees	Anticipated OSAP	Received OSAP	Net Cost
2017-2018 Fall/Winter	\$18,249.36	\$11,205.00	\$0.00	\$7,044.36
2017 Fall	\$9,152.18	\$5,602.50	\$0.00	\$3,549.68
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After OSAP confirmation of enrolment:

Check the Funding section of your online OSAP account. When you log in to check your status, you can click the blue button "View the amount of your funding", then scroll down to the section "When you'll get your money" to see the "Amount deducted to pay tuition directly to your school"

Example:

\$6,982 is the Total Winter OSAP payment

\$4,526 is the Amount deducted to pay for Winter tuition directly to your school within 10 business days of enrolment confirmation

\$2,456 is the remaining payment that will be deposited in your bank account within 10 business days of enrolment confirmation

The redirected OSAP amount is based on the amount of Winter fees owing (unpaid) on the Confirmation of Enrolment date. More information on how the redirected OSAP amount is calculated is available on the Enrolment Services website.

Redirected Winter term OSAP payments to the University of Toronto will be displayed on the ACORN invoice separately as Federal and Provincial amounts:

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PAYMENTS
2019 Winter
OSAP Payment - Federal (2019-01-21)          $ 500.00CR
OSAP Payment - Provincial (2019-01-24)      $ 700.00CR
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The redirected Winter term OSAP payments will be displayed separately on the ACORN Payment History screen:

Process Date	Transaction Description	Invoice Session	Transaction Amount
2019-01-24	OSAP Payment - Provincial	Winter 2019	\$ 700.00 CR
2019-01-21	OSAP Payment - Federal	Winter 2019	\$ 500.00 CR

Winter term OSAP funding will begin to be redirected to the University of Toronto in early January; however, it can take up to two weeks for the funding to be received by the University of Toronto and recorded in your ACORN account.

If your redirected OSAP funding is *less* than the fees you owe, you must pay the outstanding fees by the Winter term payment deadline of January 31st.
All Winter term fee payments must be made by January 31st.

Monthly service charge fee billing at a rate of 1.5% compounded (19.56% per annum) for unpaid Winter term fees will be billed on your ACORN invoice on February 18th.

Fee payment instructions can be viewed on [Making a Fee Payment](#)

Scholarship and Awards

Fall term undergraduate scholarship and award payments for the Fall term are normally processed starting in late September and Winter term payments are processed starting in late January. These payments will be applied to unpaid fees on your ACORN account. If the scholarship or award amount exceeds unpaid fees, then an award refund will be issued to you automatically.

Graduate scholarships and award payments for the each term are normally processed at the start of each term (beginning of September, January and May). If these payments will be applied to unpaid fees on your ACORN account and the scholarship or award amount exceeds unpaid fees, then an award refund will be issued to you automatically.

To avoid award refund errors or delays, please ensure that your ACORN bank account and mailing address information is accurate and up-to-date.

REFUNDING FOR OSAP STUDENTS

Are you eligible for a refund?

Refund requests may be submitted to Enrolment Services if you have a credit balance greater than \$100 on your ACORN account.

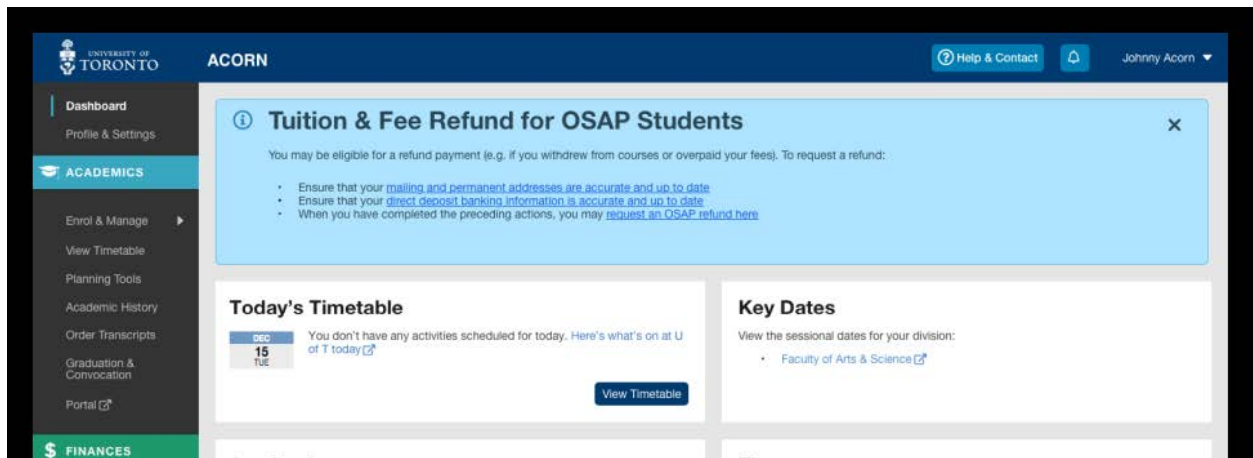
Step 1 Sign up for Direct Deposit and provide your bank account information on ACORN. View instructions [here](#). If you do not enroll in Direct Deposit your Refund Request will not be processed.

Step 2 View and correct your ACORN mailing address (your local address) and ACORN permanent address (your home address).

Step 3 New! Refund requests for OSAP students are submitted to and processed by Enrolment Services.

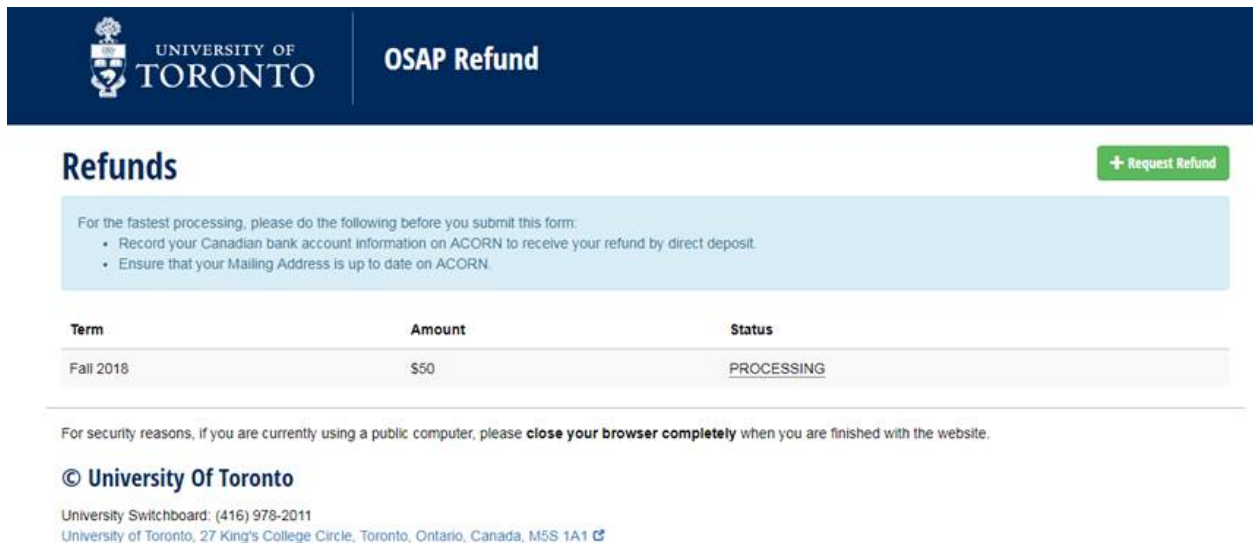
ACORN will display a notification for OSAP students with a current session credit balance.

Click on '[request an OSAP refund here](#)' in the blue notification box.



The screenshot shows the ACORN dashboard for a user named Johnny Acorn. A prominent blue notification box titled "Tuition & Fee Refund for OSAP Students" is displayed. The notification text states: "You may be eligible for a refund payment (e.g. if you withdrew from courses or overpaid your fees). To request a refund:" followed by three bullet points: "Ensure that your mailing and permanent addresses are accurate and up to date", "Ensure that your direct deposit banking information is accurate and up to date", and "When you have completed the preceding actions, you may request an OSAP refund here". Below the notification, the dashboard shows sections for "Today's Timetable" (indicating no activities for today) and "Key Dates" (listing the Faculty of Arts & Science).

The OSAP Refund Request page displays the maximum Refund amount e.g. \$50)



The screenshot shows the "OSAP Refund" page on the University of Toronto website. The page features a dark blue header with the University of Toronto logo and the text "OSAP Refund". Below the header, the word "Refunds" is displayed in a large font, with a green "+ Request Refund" button to its right. A light blue box contains instructions for the fastest processing: "Record your Canadian bank account information on ACORN to receive your refund by direct deposit" and "Ensure that your Mailing Address is up to date on ACORN". Below this, a table shows the refund status for the Fall 2018 term.

Term	Amount	Status
Fall 2018	\$50	PROCESSING

For security reasons, if you are currently using a public computer, please **close your browser completely** when you are finished with the website.

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University Switchboard: (416) 978-2011
University of Toronto, 27 King's College Circle, Toronto, Ontario, Canada, M5S 1A1

Fill in the requested information and then Click on 'Request Refund at the bottom right hand corner of the screen.

Request Refund

Term

Amount You currently have a maximum credit of \$3623.96 on your account.

Reason (optional)

Terms Of Refund

- Refunds are only granted when you have an ACORN credit balance for the term.
- We will process your Refund Request as quickly as possible. Normal processing time is approximately 2 weeks, but it may take longer during peak periods, or if you do not have direct deposit set up. Check your ACORN Invoice to see when the payment(s) are issued.
- If you have your banking information set up on ACORN, your refund will be returned to your bank account by direct deposit. If you do not have valid Canadian bank information, Student Accounts will issue a cheque for your refund amount. Full information about payments is available from [Student Accounts](#).
- If your credit balance is the result of a partial or total withdrawal from the University, some or all of your scholarship, bursary, and award payments may be reversed.
- Some or all of your tuition and fees refund may be returned to the National Student Loan Service Centre to reduce your OSAP loan debt, in accordance with the terms of the [Master Student Financial Assistance Agreement](#) that you signed when you applied for OSAP.
- It is your responsibility to pay all tuition and fees by the published fee payment deadlines. Service charges will be assessed monthly at the rate of 1.5% monthly (19.56% per annum) on the 15th of each month for all past due amounts.

I have read and understood the terms of the refund

To view the status of your refund request, log out, and when you log back in, you can view the status of your refund request.

OSAP Refund

Refunds

For the fastest processing, please do the following before you submit this form:

- Record your Canadian bank account information on ACORN to receive your refund by direct deposit.
- Ensure that your Mailing Address is up to date on ACORN.

Your refund request is being reviewed. It takes approximately 2 weeks from the date of the request to process a refund, longer during peak times. Once your refund has been processed, the amounts will be shown on your ACORN invoice.

Term	Amount	
Fall 2018	\$3623.96	<u>PROCESSING</u>

For security reasons, if you are currently using a public computer, please **close your browser completely** when you are finished with the website.

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Enrolment Services will re-assess your OSAP application to determine whether some or all of the credit balance should be refunded to a U of T award/scholarship program, refunded to the National Student Loans Service Centre to reduce your outstanding loans, and/or refunded to you. Enrolment Services will instruct the Student Accounts Office to issue the refunds.

Credit balances will be refunded first to a U of T award/scholarship program, and second to the National Student Loans Service Centre to reduce your outstanding loans. Any remaining credit balance will be refunded to you.

If you do not request a refund, Enrolment Services will conduct reviews of credit balances for OSAP students in the last two weeks in October (Fall), the last week in February and the first week in March (Winter), and last two weeks in June (Summer). Enrolment Services will instruct the Student Accounts Office to process refunds to the National Student Loans Service Centre and refunds to students. Student Accounts will issue the refunds.

Refunds will be displayed on your ACORN invoice:

AWARDS

2018 Fall

Award Cancellation - UTAPS 2018-10-28	\$750.00	(\$750 was returned to U of T award/scholarship program on Oct. 28, 2018)
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REFUNDS

2018 Fall

Refund to OSAP 2018-10-28	\$900.00	(\$900 was refunded to the NSLC on Oct. 28, 2018)
Refund 2018-10-28(direct deposit)	\$500.00	(\$500 deposited in your bank account)