

PAYING FALL-WINTER FEES WITH OSAP FUNDS IF YOU HAVE OSAP & UNDERGRADUATE SCHOLARSHIP FUNDING

Key Dates for Students Paying with OSAP Funds and Undergraduate Scholarship Funding	
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 Undergraduate Scholarship or 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 will 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. Fall term scholarship funding is usually recorded on your ACORN invoice starting in September.
September 30 th	If you do not have an Undergraduate Scholarship deferral, pay Fall term fees not paid by OSAP or your scholarship funding.
October 15 th	If you do not have a Undergraduate Scholarship deferral, 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 will 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. Winter term scholarship funding is usually recorded on your ACORN invoice starting in January.
January 31 st	If you do not have a Undergraduate Scholarship deferral, pay Winter term fees not paid by OSAP or your scholarship funding.
February 18 th	If you do not have a Undergraduate Scholarship deferral, 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 you have a Undergraduate Scholarship deferral, pay Fall and Winter term fees not paid by OSAP or your scholarship funding.
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.
May 15 th	If you have an Undergraduate Scholarship deferral, monthly service charge fee at a rate of 1.5% compounded (19.56% per annum) for unpaid Fall and Winter term fees will be billed on your ACORN invoice starting May 15 th .

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.

Instructions for submitting a paper application for an undergraduate scholarship deferral (register without payment) can be viewed on the [Registration without Payment \(Tuition Deferral\)](#) page.

You may 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, and a Deferred payment for scholarship financial arrangement for an Undergraduate Scholarship deferral.

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

If you are unable to get an OSAP deferral or a Undergraduate Scholarship deferral (to register without payment) then you must make the minimum required payment (Fall term 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 and Undergraduate Scholarship Funding

- 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 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 amount is *greater* than the Fall term fees you owe, OSAP will deposit your remaining Fall term funding into your bank account.

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 'Invoice & Net Cost' page. The left sidebar contains navigation options under 'ACADEMICS' and '\$ FINANCES'. The main content area is titled 'Invoice & Net Cost' and features a 'Net Cost' tab. A section titled 'What is My Net Cost?' explains that the net cost is the anticipated sum of tuition and fees after OSAP is applied. Below this, a table for '2017-2018 Fall/Winter Net Cost' lists Tuition & Fees at \$18,249.36, Anticipated OSAP at \$11,205.00, and Received OSAP at \$0.00, resulting in a Net Cost of \$7,044.36. At the bottom, two smaller tables show '2017 Fall Net Cost' (Tuition & Fees: \$9,152.18, Anticipated OSAP: \$5,602.50, Received OSAP: \$0.00, Net Cost: \$3,549.68) and '2018 Winter Net Cost' (Tuition & Fees: \$9,097.18, Anticipated OSAP: \$5,602.50, Received OSAP: \$0.00, Net Cost: \$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 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.

Fall term scholarship funding is usually recorded on your ACORN invoice starting in September.

If Fall term OSAP funding directed to the University of Toronto and Fall term scholarship funding does not cover all of your Fall term fees, you are responsible for paying this amount by the Fall term payment deadline.

- September 30th if you do NOT have an Undergraduate Scholarship deferral. 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.
- April 30th if you have an Undergraduate Scholarship deferral. 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 May 15th.

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

Pay Winter Term Fees with OSAP and Undergraduate Scholarship Funding

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.
- 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 funding into your bank account

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).

The screenshot shows the ACORN website interface. At the top, there's a navigation bar with the University of Toronto logo, the name 'ACORN', and links for 'Help & Contact' and a user profile 'Rosie Acorn'. A left sidebar contains navigation options like 'Dashboard', 'Profile & Settings', 'ACADEMICS', and 'FINANCES'. The main content area is titled 'Invoice & Net Cost' and has two tabs: 'Invoice' and 'Net Cost'. Under the 'Net Cost' tab, there's a section 'What is My Net Cost?' with a 'Print Net Cost' button. Below this are three summary cards: '2017-2018 Fall/Winter Net Cost', '2017 Fall Net Cost', and '2018 Winter Net Cost'. Each card shows a breakdown of costs and OSAP amounts, with the final 'Net Cost' value highlighted in a yellow box.

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 fees owing on the Confirmation of Enrolment date. More information on how the redirected OSAP amount is calculated is available on the Enrolment Services website.

The Winter term OSAP redirected 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 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 from OSAP 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.

Winter term scholarship funding is usually recorded on your ACORN invoice starting in January.

If Winter term OSAP funding directed to the University of Toronto and Winter term OSAP payments and scholarship funding does not cover all of your Winter term fees, you are responsible for paying this amount by the Winter term payment deadline.

- January 31st if you do NOT have an Undergraduate Scholarship deferral. Monthly service charge fee billing at a rate of 1.5% compounded (19.56% per annum) will be billed for unpaid Winter term fees on your ACORN invoice starting on February 18th.
- April 30th if you have an Undergraduate Scholarship deferral. Monthly service charge fee billing at a rate of 1.5% compounded (19.56% per annum) will be billed for unpaid Winter term fees on your ACORN invoice starting on May 15th.

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 STUDENTS with OSAP & UNDERGRADUATE SCHOLARSHIP FUNDING

Are you eligible for a refund?

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

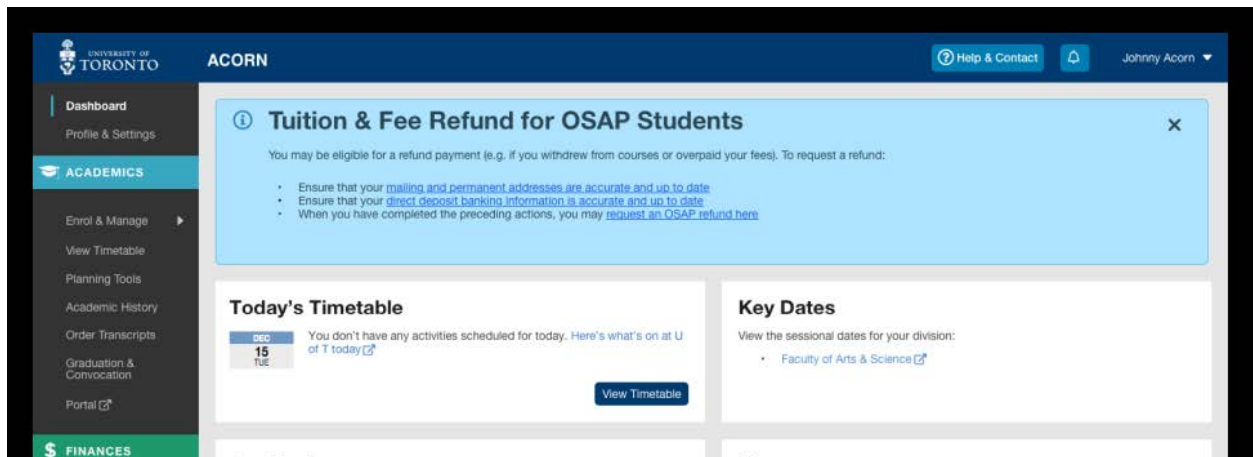
Step 1 Sign up for Direct Deposit and provide your bank account information on ACORN. View instructions [here](#). If you do not enroll in Direct Deposit your Refund Request will not be processed.

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](#).*

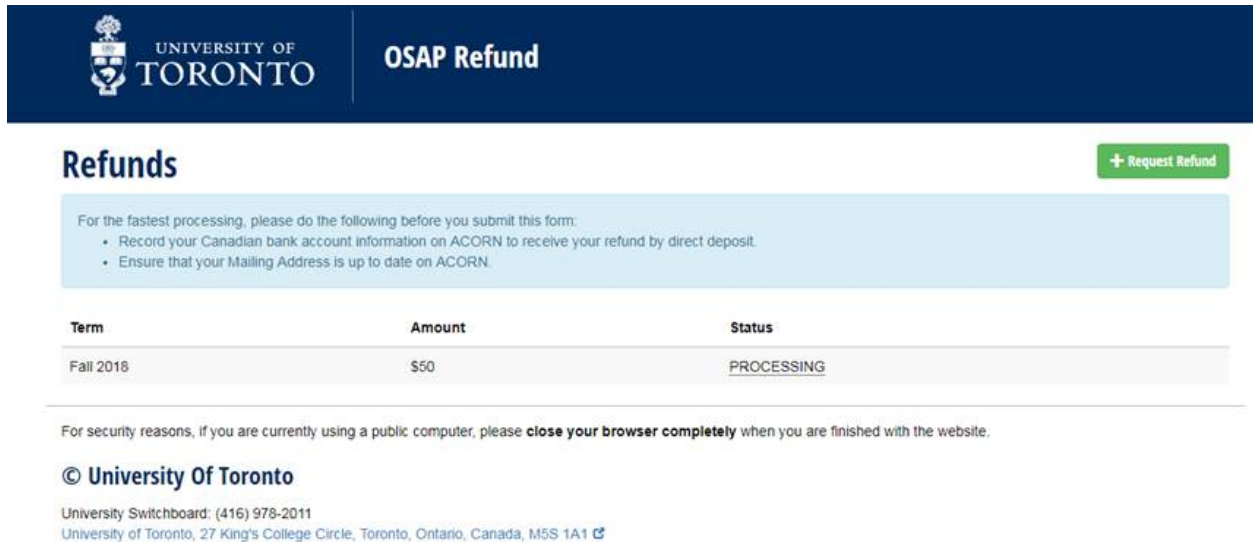
ACORN will display a notification for OSAP students with a current session credit balance.

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



The screenshot shows the ACORN dashboard for a student. At the top, there is a navigation bar with the University of Toronto logo, the word 'ACORN', and links for 'Help & Contact' and a user profile for 'Johnny Acorn'. A sidebar on the left contains menu items for 'Dashboard', 'Profile & Settings', 'ACADEMICS', 'Enrol & Manage', 'View Timetable', 'Planning Tools', 'Academic History', 'Order Transcripts', 'Graduation & Convocation', and 'Portal'. The main content area features a prominent blue notification box titled 'Tuition & Fee Refund for OSAP Students'. 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:'. Below this, there are 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, there are sections for 'Today's Timetable' (showing 'DEC 15 TUE' and 'You don't have any activities scheduled for today. Here's what's on at U of T today') and 'Key Dates' (with a link to 'View the sessional dates for your division: 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 header includes the University of Toronto logo and the title 'OSAP Refund'. Below the header, there is a section titled 'Refunds' with a green '+ Request Refund' button. A light blue box contains instructions: 'For the fastest processing, please do the following before you submit this form:'. Below this, there are two bullet points: '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 the instructions is a table with the following data:

Term	Amount	Status
Fall 2018	\$50	PROCESSING

Below the table, there is a security notice: 'For security reasons, if you are currently using a public computer, please close your browser completely when you are finished with the website.' At the bottom, there is a copyright notice: '© University Of Toronto' and contact information: 'University Switchboard: (416) 978-2011' and '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 Select 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

Cancel Request 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.

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	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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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)

REFUNDS

2018 Fall

Refund to OSAP 2018-10-28 \$900.00 (\$1,500 was refunded to the NSLC on Oct. 28, 2018)
 Refund 2018-10-28(direct deposit) \$500.00 (\$500 deposited in your bank account within 3-5 bus. days)

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)

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)