

# PAYING WITH OSAP FUNDS IF YOU HAVE OSAP & TUITION WAIVER FUNDING

## 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 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 30<sup>th</sup>, 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 Waiver of tuition fees financial arrangement for a Tuition Waiver deferral.

<b>Finances</b>	
<b>Outstanding Balance</b> (Debit Account Balance)	<b>\$8,439.28</b>
<b>Financial Arrangements</b>	
Fall-Winter 2018-2019	<a href="#">Waiver of tuition fees</a>
Fall-Winter 2018-2019	<a href="#">Deferred payment for student loan (OSAP)</a>

If you are unable to get an OSAP or tuition waiver 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](#).

**Apply for Tuition Waiver at least fifteen business days before the Fall term class start date:** A tuition waiver of program or course fees is available for the dependants of University of Toronto administrative staff, faculty members, and librarians. The tuition waiver application form is available at <http://dlrssyvwz8ozqw.cloudfront.net/wp-content/uploads/sites/26/2016/04/Benefits-Education-Dependants-Tuition-Waiver-for-Dependants-of-Active-Staff-Retired-Staff-or-Deceased-Staff.pdf>

Fill out the tuition waiver form, attach a copy of your ACORN invoice, and submit to your Human Resources Department for approval. Submit a copy of the approved tuition waiver form and ACORN invoice to the Student Accounts Office at least fifteen days prior to the Fall term class start date. Student Accounts will record the tuition waiver financial arrangement on your ACORN account to block the redirection of OSAP funding to your ACORN account. Student Accounts will record tuition waiver credits for Fall and Winter terms after the course add/drop dates and will adjust periodically if course enrolment changes.

## Pay Fall Term Fees with OSAP Funds and Tuition Waiver 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).
- 1) If you have a Tuition Waiver deferral recorded on your ACORN account (when your enrolment is confirmed to OSAP) or your OSAP assessment is less than \$100, your OSAP funding will NOT be directed to the University of Toronto to pay for some or all of outstanding tuition and other fees.
  - 2) **Starting in 2018-19:** As per Government of Ontario requirements affecting all OSAP recipients (if you do NOT have a Tuition Waiver deferral recorded on your ACORN account), 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 OSAP funding is *greater* than the fees you owe, OSAP will deposit your remaining Fall term funding into your bank account. If the combination of your redirected OSAP funding and Fall tuition waiver credit amount is *less* than the fees you owe, you must pay the outstanding fees by the Fall term payment deadline of April 30th.

You can view the Fall term OSAP funding to be redirected to your ACORN account on the OSAP website, and the 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:

2017 Fall Tuition & Fees totaled \$9,152.18 and the Anticipated amount of OSAP to be redirected to your ACORN account is \$5,602.50 (not including any fee payments that you have made).

The screenshot displays the 'Invoice & Net Cost' page in the ACORN system. 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. The 'What is My Net Cost?' section explains that the net cost is the anticipated sum of tuition and fees after OSAP is applied. It includes a 'Print Net Cost' button and a 'Last Updated: 2017-12-30' timestamp. Below this are three summary boxes 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 2018 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

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## 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](#)

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### 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 <a href="#">Why an amount was deducted</a>
	\$2,456	Total deposited

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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 - Provincial (2018-09-25)		\$1000.00CR
OSAP Payment - Federal (2018-09-28)		\$3526.00CR

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 - Federal	Fall 2018	\$3526.00 CR
2018-09-25	OSAP Payment - Provincial	Fall 2018	\$1000.00 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 and Winter tuition waiver credits are usually recorded on your ACORN invoice starting in mid-September and are adjusted periodically as your course enrolment changes.

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

- September 30<sup>th</sup> if you do NOT have a Tuition Waiver 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 15<sup>th</sup>.

- April 30<sup>th</sup> if you have a Tuition Waiver 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 15<sup>th</sup>.

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

### **Pay Winter Term Fees with OSAP and Tuition Waiver Funding**

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

1) 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).

2) **Starting 2018-19:** As per Government of Ontario requirements affecting all OSAP recipients (if you do NOT have a Tuition Waiver deferral on your ACORN account), 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 redirected OSAP funding amount is *greater* than the fees you owe, OSAP will deposit your remaining Winter term funding into your bank account. If your redirected OSAP funding and Winter tuition credits is *less* than the fees you owe, you must pay the outstanding fees by the Winter term payment deadline of April 30<sup>th</sup>.

You can view the Winter term OSAP funding to be redirected to your ACORN account on the OSAP website, and the 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:

2018 Winter Tuition & Fees totaled \$9,097.18 and the Anticipated amount of OSAP to be redirected to your ACORN account is \$5,602.50 (not including any fee payments that you have made).

The screenshot displays the ACORN 'Invoice & Net Cost' page. The navigation menu on the left includes 'Dashboard', 'Profile & Settings', 'ACADEMICS', and '\$ FINANCES'. The 'ACADEMICS' section contains links for 'Enrol & Manage', 'Timetable & Exams', 'Planning Tools', 'Academic History', 'Transcript & Enrolment Confirmation', 'Graduation & Convocation', and 'Portal'. The 'FINANCES' section includes 'Financial Account', 'Invoice & Net Cost', 'Payment History', 'Account Details', 'Make a Payment', 'Awards & Aid', 'Grant Application', and 'Tuition Fee Deferral'. The main content area is titled 'Invoice & Net Cost' and features a 'Net Cost' tab. The 'What is My Net Cost?' section explains that the net cost is the anticipated sum of tuition and fees after OSAP is applied. It includes a 'Print Net Cost' button and a 'Last Updated: 2017-12-30' timestamp. Below this are three summary cards: '2017-2018 Fall/Winter Net Cost' (Total Net Cost: \$7,044.36), '2017 Fall Net Cost' (Total Net Cost: \$3,549.68), and '2018 Winter Net Cost' (Total Net Cost: \$3,494.68). Each card lists 'Tuition & Fees', 'Anticipated OSAP', and 'Received OSAP' with their respective amounts.

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 2018 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:

PAYMENTS	
2019 Winter	
OSAP Payment - Provincial (2019-01-21)	\$ 1000.00CR
OSAP Payment - Federal (2019-01-23)	\$ 3526.00CR

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

Process Date	Transaction Description	Invoice Session	Transaction Amount
2019-01-23	OSAP Payment - Federal	Winter 2019	\$ 3526.00 CR
2019-09-21	OSAP Payment - Provincial	Winter 2019	\$ 1000.00 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.

Fall term and Winter tuition waiver credits are usually recorded on your ACORN invoice starting in mid-September and are adjusted periodically as your course enrolment changes.

If Winter term OSAP funding directed to the University of Toronto and Winter term tuition waiver credits do 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 a Tuition Waiver 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 February 15<sup>th</sup>.
- April 30<sup>th</sup> if you have a Tuition Waiver 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 15<sup>th</sup>.

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

<b>Key Dates for Students Paying with OSAP Funds and Tuition Waiver Funding</b>	
June 30 <sup>th</sup>	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 (Fall term fees not covered by a tuition waiver e.g. Fall term incidental and ancillary fees and any portion of Fall term program or course fees not covered by a tuition waiver) to change your registration status from Invited to Registered by your division's registration deadline.
At Least Fifteen Business days before the start of Fall classes	Submit approved Tuition Waiver application with a copy of your ACORN invoice to the Student Accounts office to allow sufficient time for Student Accounts staff to record your Tuition Waiver deferral (to block the redirection of OSAP funding to your ACORN account).
Ten business days Before the start of Fall classes	Enrolment Services will begin confirming Fall term enrolment and if you do not have a Tuition Waiver deferral, 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.
Mid-September	Fall term and Winter tuition waiver credits are usually recorded on your ACORN invoice starting in mid-September and are adjusted periodically as your course enrolment changes.
September 30 <sup>th</sup>	If you do not have a Tuition Waiver deferral, pay Fall term fees not paid by OSAP.
October 15 <sup>th</sup>	If you do not have a Tuition Waiver 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 <sup>th</sup> .
First Week of December	Enrolment Services will begin confirming Winter term enrolment and if you do not have a Tuition Waiver deferral 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.
January 31 <sup>st</sup>	If you do not have a Tuition Waiver deferral, pay Winter term fees not paid by OSAP.
February 15 <sup>th</sup>	If you do not have a Tuition Waiver 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 15 <sup>th</sup> .

April 30th	If you have a Tuition Waiver deferral, pay Fall and Winter term fees not paid by OSAP or the tuition waiver.
April 30 <sup>th</sup>	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 15th	If you have a Tuition Waiver 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 <sup>th</sup> .

## REFUNDING FOR STUDENTS with OSAP & TUITION WAIVER 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 student portal interface. At the top, there is a navigation bar with the University of Toronto logo, the word 'ACORN', and user information including 'Help & Contact', a notification bell, and the name 'Johnny Acorn'. A sidebar on the left contains menu items for 'Dashboard', 'ACADEMICS', and 'FINANCES'. 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, the dashboard shows 'Today's Timetable' with a calendar for Dec 15 (Tue) and 'Key Dates' for the Faculty of Arts & Science.



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

The screenshot shows the top portion of the OSAP Refund page. It features the University of Toronto logo and the title 'OSAP Refund'. Below this is a 'Refunds' section with a '+ Request Refund' button. A light blue box contains instructions for the fastest processing, including recording Canadian bank account information and ensuring the mailing address is up to date. A table below lists a refund for 'Fall 2018' with an amount of '\$50' and a status of 'PROCESSING'. At the bottom, there is a security notice and contact information for the University of Toronto.

Term	Amount	Status
Fall 2018	\$50	PROCESSING

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

The screenshot shows the 'Request Refund' form. It includes a dropdown menu for 'Term', a text input for 'Amount' with a dollar sign, and a text area for 'Reason (optional)'. Below the form is a 'Terms Of Refund' section with a list of conditions and a checkbox for 'I have read and understood the terms of the refund'. At the bottom right, there are 'Cancel' and 'Request Refund' buttons. A message indicates the user's current maximum credit: 'You currently have a maximum credit of \$3623.96 on your account.'

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.

**UNIVERSITY OF TORONTO** 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	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 or the tuition waiver 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 (\$900 was refunded to the NSLC on Oct. 28, 2018)

Refund 2018-10-28(direct deposit) \$500.00 (\$500 deposited in your bank account)