FLORIDA STATE UNIVERSITY
FOUNDATION

Accounts Receivable FAQs

•➤ How do I clear my advance?

You should deliver all support (receipts, cash/check, airline itineraries, etc.) to the Accounts Payable department within the Foundation.

•➤ I have an advance for a participant study where cash or gift cards are issued to participants. What should I do when the study is not yet complete but the advance is due?

You will need to provide all participant logs or documentation providing the participant name and signature for those that you have issued. Although the study is incomplete, we will use the support provided to clear part of the advance. Should the advance need to be extended, a request can be made to the Accounts Receivable department within the Foundation for consideration.

•➤ How do I apply for an emergency assistance loan?

Employee assistance loans are granted by the Employee Assistance Program office. You should contact them directly at (850) 644-2288 to see if you qualify.

•➤ How is my emergency loan repaid?

FSU Payroll will automatically deduct the payments from your paycheck according to the promissory note you signed and submit those payments to the Foundation.

•➤ What should I do about repaying an emergency loan in the event I endure a hardship and are unable to make the scheduled payments?

You should contact the Employee Assistance Program office at (850) 644-2288 to set up payment arrangements.

➥ How do I know I am eligible for a student loan?

You must be enrolled in FSU for at least 6 credit hours and cannot have any unpaid or past due loans with the University or Foundation. The due date may not exceed 30 days from the date of issuance and must not extend beyond the student's expected graduation date.

➥ How do I apply for a student loan?

Student loans are requested by the academic unit. You should contact the Dean's office directly to obtain a student loan application.

➥ How will I know if my student loan application has been approved?

The Foundation will review the application and determine issuance. If the loan is not approved, the Foundation will notify the academic unit. If the loan is approved, the Foundation will forward the application to Student Business Services (SBS) for check issuance. SBS will notify the academic unit to coordinate the issuance of the check at a time convenient for the student to pick up.

➥ How do I repay my student loan?

Payments can be made in person at the University Center or mailed in to the SBS PO Box. Payments are also accepted online at http://fees.fsu.edu with an FSUCard, American Express, Mastercard, Visa, or E-check.

➥ Can I request an extension on the repayment of my loan?

Extensions on the due date may be granted for up to 90 days from the date of issuance. Written request by the Responsible Party of the academic unit must be received by the Foundation.

➥ What will happen if my loan is not paid in full?

Your student account will be considered delinquent. An academic hold will be placed on your account which will result in your inability to register for classes, participate in graduation ceremonies, receive a diploma or receive your transcripts. The Foundation may refer outstanding loans to the University or another professional agency for collection purposes.