



Treasury Services Frequently Asked Questions

- 1. When do I receive my refund?** Our refund schedule is listed on our website at <https://www.pvamu.edu/fmsv/treasury-services/refunds/student-refund-schedule/>. Accounts with credit balances are reviewed each Monday morning at 8:00 a. m. The refund will be issued the following Thursday after review based on the refund method the student chose at the point of registration when accepting the promise to pay agreement.
- 2. I have a hold on my account, what is it for?** Most holds from Treasury Services are due to a past due balance of tuition & fees or housing charges. You may review your tuition & fee account summary by clicking on the account summary tab in Panthertracks. Students with holds can see the type of hold on their account by logging into Panthertracks thru PVPlace. The hold should list the contact number for the department that placed the hold. If you are a new student, you may have a “tuition rate selection” hold, which means you have not selected your preferred tuition & fee rate plan which is required of all new students beginning fall 2018. Rate plans can be found at <https://www.pvamu.edu/fmsv/treasury-services/variable-and-guaranteed-rates/> and instructions on selecting a plan can be found at <https://www.pvamu.edu/fmsv/treasury-services/important-tuition-information/choosing-a-tuition-fee-rate-plan/> A list and description of hold types can be found on our website at <https://www.pvamu.edu/fmsv/treasury-services/holds-or-cancellations/>.
- 3. Can I set up a payment plan for my past due balance?** Students having trouble paying their past due balance may contact the Office of Treasury Services at stuar@pvamu.edu or call 936-261-1890 for assistance in establishing a payment plan. If you do not reach a live person and you are unable to hold for the next available PV agent to assist you with your call, please leave a detailed message along with your student ID number and someone will return your call within 24 hours.
- 4. How much do I owe?** Students can see their account balance at all times by logging into Panthertrack through PVPlace. Once in Panthertracks, select the gold student tab and then select “student account”. Students can select the term and see the balance due for that term. For additional questions regarding a balance due, students may send an e-mail to stuar@pvamu.edu or call 936-261-1890 for assistance. If you do not reach a live person and you are unable to hold for the next available PV agent to assist you with

your call, please leave a detailed message along with your student ID number and someone will return your call within 24 hours.

5. **I have a hold on my transcript and I need to know why?** A hold preventing the release of an official transcript is due to a past due balance of tuition & fees or housing charges. The past due account balance will have to be paid in full before an official transcript can be released. Students can see their account balance at all times by logging into Panthertrack through PVPlace. Once in Panthertracks, select the gold student tab and then select “student account”. Students can select the term and see the balance due for that term. Students may contact Treasury Services at stuar@pvamu.edu or at 936-261-1890 for additional assistance or questions regarding the past due balance. If you do not reach a live person and you are unable to hold for the next available PV agent to assist you with your call, please leave a detailed message along with your student ID number and someone will return your call within 24 hours.
6. **When are fees due?** The tuition & fee due dates can be found on our website at <https://www.pvamu.edu/fmsv/treasury-services/important-tuition-information/>
7. **How do I make a payment online?** Steps to making a payment online can be found at <https://www.pvamu.edu/fmsv/treasury-services/payments/student-bill-payments-web-payments-made-easier/>.
8. **I am having trouble making my payment online, who can assist me with this?** If you are having trouble making a payment online, please contact the University Cashiers at cashiers@pvamu.edu or at 936-261-1895. If you do not reach a live person and you are unable to hold for the next available PV agent to assist you with your call, please leave a detailed message along with your student ID number and someone will return your call within 24 to 48 hours depending on peak periods.
9. **What are the cost of tuition & fees to attend PVAMU?** Tuition & fees are assessed based on the student’s term of admission and the tuition & fee rate plan the student chooses. The University now offers a guaranteed and variable rate plan for all new students to choose from. More information about these plans are listed at www.pvamu.edu/cashiers & <https://www.pvamu.edu/fmsv/treasury-services/variable-and-guaranteed-rates/>
10. **I did not receive my 1098-T form, how can I obtain a 2nd copy?** Please go to our 1098-T website at <https://www.pvamu.edu/fmsv/treasury-services/1098-t-form/> and click on “How can I get a second copy of 1098-T form?” and follow the instructions to retrieve the form.
11. **What are all the fees for that are assessed to my tuition & fee account?** A description of all tuition & fees assessed can be found at <https://www.pvamu.edu/fmsv/treasury-services/payments/tuition-and-fee-description/>. This page shows which fees are required fees as a result of registration of classes as well as the amount of the fee.

12. **Do you offer emergency loans to pay for tuition & fees?** The University offers a short term loan for students seeking assistance in paying their 1st installment. You may apply for the loan at <https://www.pvamu.edu/fmsv/treasury-services/short-term-tuition-fee-loans-requirements/short-term-loan-application/> and submit the completed application to Treasury Services located in W.R. Banks building at the Cashiers window on the 1st floor or you may fax it to 936-261-1959.
13. **I selected to use Bank Mobile Services to receive my refund but I have not received my pin?** The pin is mailed to the mailing address on file in the student account system and it is sent to the student's PV e-mail account. Please check your student PV e-mail account to retrieve your pin number or call 936-261-1890 for assistance.
14. **How do I receive my refund via direct deposit?** Students must consent to utilizing Bank Mobile Services to receive their refund electronically. The options and instructions for consenting are available at <https://www.pvamu.edu/fmsv/treasury-services/refunds/direct-deposit-for-student-refunds/>