

# Payment Deferral Program Process - Student

| Step | Instructions  | Who's Responsible?       |
|------|---|--------------------------|
| 1    | <p>Before enrolling at UNC Charlotte, please make sure to familiarize yourself with Truist's <a href="#">Tuition Reimbursement Policy</a> and confirm your eligibility through the <a href="#">Workforce Edge Platform</a>.</p> <p>Remember to accurately enter your UNC Charlotte Student ID number into Workforce Edge prior to the <a href="#">payment due date</a>. This is a requirement to participate in the program.</p>  | Student                  |
| 2    | <p>Each term, eligible Truist-employed students must apply for a payment deferral by completing this <a href="#">form</a> prior to the <a href="#">payment due date</a>.</p>  | Student                  |
| 3    | <p>Truist generates a report of students eligible, based on Step 1, to apply for payment deferral each term and sends it to UNC Charlotte. Your deferral request is compared to this report.</p> <p>If you are not listed in the report with an accurate name and Student ID number, you will receive an email to that effect noting your ineligibility to participate in the program for the current term.</p>   | Truist & Bursar's Office |
| 4    | <p>You will receive periodic eBills for any outstanding balance on your student account through your University email.</p> <p>For eligible students, the Bursar's Office will generate a temporary placeholder for the approved payment deferral so that it is reflected on your eBill. So long as you <b>pay the remaining balance not covered by your anticipated tuition reimbursement</b> or enroll in a <a href="#">payment plan</a> prior to the <a href="#">payment due date</a>, you will not be dropped for non-payment.</p> <p>The payment deferral will appear as an estimated credit against your charges on your eBill statement for the current term. However, you remain solely responsible for your bill.</p> | Bursar's Office          |
| 5    | <p>You must pay any outstanding balance for the current term by the time the temporary placeholder expires (i.e., 30 days after final grades are due). Refer to the <a href="#">Academic Calendar</a> for specific dates.</p>   | Student                  |
| 6    | <p>Your account will be considered past due if you are not currently enrolled at the University, and unpaid charges have been outstanding 30 days or more after the last day of the term.</p>   | Bursar's Office          |

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| Unpaid accounts are routed for <a href="#">collection of past due balance</a> per university policy. |  |
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## Important Notes

- Students must pay any remaining balance not covered by the temporary placeholder for the payment deferral by the payment due date.
- Payment deferrals expire 30 days after final grades are due.
- Students must maintain good payment status to remain eligible for future payment deferrals.
- Registration holds will not apply if students are current on payment plans or have only payment deferred amounts outstanding.

## Contact Information

For questions about your employee tuition benefits, please contact your Truist HR representative or access the employee tuition benefit portal ([Workforce Edge Platform](#)).

For questions about the payment deferral program, please contact the School of Professional Studies Enrollment Team: [professional@charlotte.edu](mailto:professional@charlotte.edu) | (704) 687-5235, or [schedule an online appointment](#)

For questions about your student account, email [ninercentral-accts@charlotte.edu](mailto:ninercentral-accts@charlotte.edu), call 704-687-5506, or schedule a [virtual appointment](#) with Niner Central.