

General Queries

1. How can I see my course billing?

All students are required to complete the Online Finance Task, which is located on the student portal at www.si.ul.ie. Once you have completed pay now or pay later, exit and log out. After 24 hours the billing process will have taken place and the student can check their fees from their Financial Statement.

2. How can I make fee payments?

From the financial statement (www.si.ul.ie), students will be directed on how to pay online by Debit, Visa or Laser card upon completion of the Online Finance Task.

An automated telephone payment system is available 24x7 on **0035361-529097**.

This number is for **Student Fees** payments only, please check your portal account for up to date balance.

You are required to have:

- Student ID number
- Student's date of birth
- Card on which the payment is to be made (Min payment is €18)

Alternatively, students can post a cheque or bank draft to the quoting their student ID number on the back of cheque made payable to the University of Limerick or bank draft.

Students can also pay via the following link <https://ul.sybernetsps.ie/ulvivr>

3. What are your bank details?

Please refer to question 2. Due to new banking restrictions, we can no longer facilitate direct transfer payments.

4. What are your office opening hours?

Monday to Thursday: 11:30am to 12:30pm and 2:30pm to 4:30pm.

Friday : *11.30 to 12.30pm and 2.30pm to 3.30pm*

5. I am having trouble paying my fees online with a laser card?

A daily limit of €1,500.00 applies to all LASER cards only. So for larger payments, please pay over a number of days.

6. Can I send in a cheque and who will I make it payable to?

Students can post a cheque or bank draft quoting their student ID number on the back of the cheque and make it payable to the University of Limerick.

7. What is your postal address for sending in cheques?

Fees Office, University of Limerick, Castletroy, Limerick.

8. I was not made aware of the fees to be paid?

Non-receipt of a fee schedule by a student will not be accepted as a valid reason for non-payment of fees.

Refer to the Academic Year Fee Schedule for the latest dates for fee payment.

Instalment 1 for Autumn Semester is due in early September of that year.

Instalment 2 for Spring Semester is due in the first week of the semester in January.

9. How are current students reminded to pay fees?

Current Students will receive a generic email to their UL email address prior to returning to college for the new academic year and the second semester of their college year. They will also receive reminder emails from time to time if fees are owed.

10. Can I pay fees in stages?

Yes, you can apply for a 9 month payment plan which starts in September and has to be paid in full by May 2020. You can use any of the payment methods listed above. This option can only be extended to students who don't already owe fees from a previous course of study in UL or the previous academic year of a current course.

Please email student.fees.office@ul.ie for more information.

It is the sole responsibility of the student to make payments as per the plan. Students that do not follow the agreed payment plan will be blocked from progressing in their study in December for Semester 2 and May for the following year.

11. I'm late paying my fees is there a fine?

A late fee fine of €200 will apply where students fail to pay fees by the specified due date.

12. I haven't paid my fees for last year and I cannot log on to the system?

The fees are the sole responsibility of the student for the duration of their time at the University. Fees that are not paid within the academic year will result in an automatic block for the student on the system. This block will be removed on full payment of outstanding fees.

If a student is getting funding via SUSI, Grant Authority or Sponsor, the responsibility lies with the student to ensure payment has been made to cover the student's fees.

Students at any time can review their outstanding balance through their student portal and their financial statement. Please note that delays in funding is the responsibility of the student and the University gives a 60 day grace period after which the student is expected to make payment. On receipt of subsequent funding the student will be reimbursed on payments made.

For any queries or issues encountered please contact the fees office for any assistance.

13. I am looking for a tax receipt for fees paid?

This receipt can be downloaded in the student portal under the self service receipt section of the portal

14. I am currently being funded by my company. Can you send my company an invoice?

Student's fees are the liability of the student and therefore an invoice can be given to the student for the fee amount. Further external arrangements regarding fee payments are the responsibility of the student and not the University so no invoices can be generated in this regard.

