



Finance

FREQUENTLY ASKED QUESTIONS

❶ JCR subscriptions and charities – what are they?

The JCR operates as a club; details of JCR provision and facilities can be found in the Freshers' guide.

❷ Course Fees, Room Deposits, and other charges on the checklist – when should they be paid?

All invoices will be raised prior to arrival and should be paid before you arrive; if home student via direct debit. If you do not receive an invoice before arrival you should contact the Finance Office.

❸ Maintenance Charges – when should they be paid?

Home students – Payment will be taken by Direct Debit on the Friday of the first week of each term, allowing time for you to receive any loans. Please fill out the 'Instruction to your Bank or Building Society to pay by Direct Debit' form, attached to this sheet.

International students – Payment should be made either by bank transfer (please note you will incur bank charges at both your bank and the colleges bank) or alternatively pay using TransferMate which you can read about and register here [Student Fees - TransferMate](#) ; this is a free of charge service with competitive exchange rates.

❹ I have received a fee invoice but have applied for a loan – what should I do?

College may not be aware that you are expecting a loan. You will need to provide us with evidence of this by sending the supporting document from the Student Loans Company (SLC) to the Finance Office, a screenshot is sufficient.

❺ How can I make a fee payment?

Home students - via direct debit.

Overseas students - bank transfer or TransferMate [Student Fees - TransferMate](#) . Please note bank transfers incur bank charges by both your bank and the college's bank. The college's bank charges are usually £6-£12 (sometimes £25) but TransferMate is free of charge.

❻ The Direct Debit payment is due to be taken from my account, but the SLC funds are not there yet – what should I do?

Please contact the Finance Office immediately to explain the situation. Your Direct Debit will be stopped and we will investigate why you do not have your loan. Common reasons why the SLC do not make payments include when New Students (1) do not apply in time, (2) do not return signed documents, or (3) do not register with the University online.

❼ If I apply for a student loan in the first year, do I need to apply each following year?

Yes, you need to apply every year if you require a student loan from the SLC.

❽ Contents Insurance – what is this for and do I need it?

This covers the contents of your room in case items are lost, stolen, or damaged. It is a compulsory insurance as it is sold as block to ensure the lowest possible rates.



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CASHLESS CARD SYSTEM

The College operates a cashless card system for all dining hall transactions. CASH will not be accepted in the Dining Hall and the Laundry. To purchase your food and drink from the hall or use the laundry facilities you will need your University Card (Bodleian Card) which acts like a debit card within College, and money must be credited to the card prior to use.

Undergraduate students; a £10 token will be automatically added to your card by the College which will be invoiced with the first terms battels. Payment of this will be expected before or on arrival, or via direct debit if this is in place. This token is non-refundable and will remain on your card until it has been spent.

Additional “Top-ups” should be done online via the website WWW.UPAY.COM.

This site enables you to see your usage history, check your balance and add money to your card. You can also set up an automated top-up system for when your balance drops below a certain amount.

To register you will need to log onto the above website, click ‘Create New Account,’ then follow the online instructions.

<p>The company ID: 34 User ID: Single Sign On login (e.g. SHUG1234).</p>
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Until you set up your account with UPAY, you *will* be able to top up in the finance office Monday – Friday 8.30am-4.30pm; however you are encouraged to set up your UPAY account as soon as possible. Payment is accepted by credit/debit card or cash.

The card does not have an overdraft facility so it is important that you know the balance prior to purchasing food. As stated previously, you can find out your balance online, or at any till in the hall. If you do go over your balance there is a surcharge of £5, so please make sure you check your account before using your card.