

# Spring 2010 VOLXpress E-Statement Instructions & Information

University of Tennessee Bursar's Office  
 211 Student Services Building  
 Knoxville, TN 37996-0225  
 865-974-4495 bursar@utk.edu  
<http://www.utk.edu/bursar>

## Important Information/Dates

**UT will cancel all class schedules for priority registered students whose payment and Confirmation of Attendance form have not been received by 4:30 pm on January 6, 2010.**

**Only one e-statement per billing cycle will be sent to your UTK email regardless of changes made.**

If there is a problem with your e-statement, **ACT NOW**. University offices may be difficult to reach as the deadline approaches.

Your e-statement was generated as of the date in the upper right hand corner of page one. If any changes were made after this date they **WILL NOT** reflect on your statement.

If you decide not to attend class you **MUST** contact the University Registrar's Office (located at 209 Student Services Bldg.) to request your schedule be cancelled. Once classes begin you must officially withdraw from school. **NOT GOING TO CLASS IS NOT SUFFICIENT!** See the Bursar's website for

### Directory

Academic Records/Registration/Transcripts	974-2101
Dining Services	974-4111
Financial Aid	974-3131
Parking Services	974-6031
Residency Issues—Graduate	974-3251
Residency Issues—Undergraduate	974-1189
University Housing	974-3411
University Bookstore	974-1040
VolCard Office	974-3430

### Important Dates

Payment & Confirmation Deadline	January 6
Late Registration	January 6-22
Payment & Confirmation Deadline/Late Reg. 4:30 pm	January 22
Direct Deposit to Bank Acct. for Excess Financial Aid	January 20
Deferred Payment Due Date	February 19

## Instructions/Payment Options

**IF YOU OWE:** Detach the payment stub and return payment in-full or pay the minimum amount due and sign the Deferred Payment Plan on page 2 to: University of Tennessee, Office of the Bursar, Department 888315, Knoxville, TN 37995-8315 or bring to the Bursar's office at 211 Student Services Bldg. There is a drop box located outside the Bursar's Office for after hours payments.

**CASH & CHECKS ONLY are accepted at the Bursar's Office DO NOT MAIL CASH.**

**Office Hours:** Monday - Friday 8:00 am - 4:30 pm

**Mail Payments to :** Department 888315  
 Knoxville, TN 37995-8315

**FedEx, UPS or Overnight mail must be sent to:**  
 211 Student Services Building  
 1331 Circle Park Dr.  
 Knoxville, TN 37996-0225

**On-line payments may be made at <http://www.cpo.utk.edu> via e-check, Visa, MasterCard or Discover. A \$1.00 service will be assessed for e-check payments. A 2.5% fee will be assessed to the total amount charged when paying with Visa, MasterCard or Discover.**

### Access Hours

Monday - Saturday 7:00 am - 11:00 pm  
 Sunday 1:00 pm – 6:00 pm

**IF YOU DO NOT OWE:** Due to fee Waiver (Staff, GA, GTA, GRA, etc.), Scholarship, or your fees are paid by another source, detach and mail the Confirmation of Attendance form (bottom of page one of your statement) to: University of Tennessee, Bursar's Office, 211 Student Services Bldg., Knoxville, TN 37996-0225 or set your confirmation on-line at <https://cpo.utk.edu/CPOWeb/>

If you have excess financial aid, see pg. 2 to make a maximum transfer of \$1000 to your AllStar Account. Funds will be available for use January 10, 2010.

To receive your excess financial aid, complete the Direct Deposit Authorization form on the Bursar website [www.utk.edu/bursar](http://www.utk.edu/bursar), attach a pre-printed voided check and return to the Bursar's Office by January 6, 2010. The authorization will remain in effect throughout your University of Tennessee career.

Students can view their accounts, make payments, change addresses, print schedules and connect to other student services at: <https://cpo.utk.edu/CPOWeb/>