

The Bursar's Office would like to provide an update on our customer service office hours and methods for making payments.

### **Customer Service Office Hours**

- Remotely: We will continue to be available by phone and email from 8 a.m. – 5 p.m., Monday through Friday.
- In Person: Beginning Monday, September 21, we will be on campus Mondays, Thursdays, and the last working day of each month. On these days, we are available from 9 – 11:30 a.m. and 12:30 – 4 p.m.
- Please reach out to [debra.dorsey@ucdenver.edu](mailto:debra.dorsey@ucdenver.edu) if you need to discuss options outside of our on-campus hours.
- And visit [Lynx Central](#), a one-stop shop to serve student needs around admissions, registration and enrollment, and financial matters.

### **Making Payments**

Submitting [payments](#) online is the easiest way to complete financial transactions. We highly encourage students to pay online, through [UCDAccess](#). E-check payments (electronic bank payments) are free from fees, while credit and debit card transactions are assessed a 2.75% service fee. Cash is an option for our office hours; however, the current coin shortage across the country is limiting everyone's ability to accept cash.

Check Payments can also be mailed to:

University of Colorado Denver | Anschutz Medical Campus  
Bursar's Office  
Mail Stop A098  
13120 E. 19th Ave, Room 3120A  
Aurora, CO 80045

### **Drop Box in Student Commons**

Also, we have installed a drop box on the first floor of Student Commons, located across from the front counter of Lynx Central, to allow for check and money order payments to be dropped off. Payments are processed within three business days.

### **Payment Plan**

The [payment plan](#) is still available through [UCDAccess](#). Sign up by September 18 to have your charges automatically withdrawn from September 20 – November 20, 2020. If you miss the September 18 deadline, you have until October 18 to sign up for a two-payment option.

### **Direct Deposit for Financial Aid**

Are you expecting financial aid? Sign up for direct deposit to get your refund faster. It's free and easy. Grant permission for your aid to pay non-mandatory charges, like housing and bookstore charges. Instructions for both of these items can be found on our [Pay Your Bill](#) page.

### **Third Party Information**

Is a company or government paying your tuition? Visit our [Third Party page](#) for more information, or reach out to [thirdpartybilling@ucdenver.edu](mailto:thirdpartybilling@ucdenver.edu) to ensure it is processed.

The Bursar's Office  
[www.ucdenver.edu/student-finances](http://www.ucdenver.edu/student-finances)  
[Bursar@ucdenver.edu](mailto:Bursar@ucdenver.edu)  
(303) 315-1800



## 6 STEPS FOR A SAFE RETURN



Conduct a wellness check



Wear your CU Denver ID



Maintain a distance of at least six feet



Wear a face covering



Wash your hands



Practice area hygiene