



# Past-Due Accounts

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**Tuition and fees are the sole responsibility of the student and extends to all costs incurred by John Jay College to collect such debt. This may include, but is not limited to Bursar Holds, late fees, deregistration, collections costs, litigation/attorney's fees, and court costs.**

## **A. WHAT IS A PAST-DUE BALANCE?**

When a student account is past due, it means the balance was not paid in full and/or no payments were applied as of the due date. As a result, a Bursar Hold will be placed on the record to restrict activity. Additionally, late charges may accrue based on the College's fee schedule

## **B. WHAT ARE A BURSAR / IN-HOUSE COLLECTION HOLDS?**

**In accordance with the policies of the City University of New York (CUNY), student balances beyond the term scheduled due dates will have a Bursar (B)/In-House Collection Hold (BIH) placed on the account.**

- A **Bursar Hold (BUR)** is placed on a student's account when there is a past-due balance. When a Bursar Hold is placed student services are blocked, such as the release of official/unofficial transcripts, enrollment letters, course registration, access to grades, and even receiving a diploma.
- A **Bursar In-House Collection (BIH)** hold is placed to indicate the account is in default and John Jay College is attempting to collect the debt. BIH Holds are University Holds. University holds can be viewed by all CUNY Colleges and will block registration and release of pertinent documents from those institutions.

**Office of the Bursar**  
524 West 59<sup>th</sup> St, Rm. L70  
New York, NY 10019  
T: 212-237-8555  
E: [Bursar@jjay.cuny.edu](mailto:Bursar@jjay.cuny.edu)

## **C. HOW WILL I BE NOTIFIED ABOUT MY BALANCE?**

Students are responsible to monitor their account balance on CUNYfirst. Once an account becomes past due, John Jay College may contact the student with reminder emails and/or letters to arrange payment on their account.

## **D. HOW DO I RESOLVE THE BURSAR HOLD / BURSAR IN-HOUSE COLLECTION HOLD?**

Past due balances should be immediately paid in-full using any of the accepted forms of payment. **Credit/Debit cards are not accepted.** Cash, money order and certified bank check are accepted for same-day release of the Bursar Hold. Personal checks and eCheck (online CUNYfirst) are accepted, but DO NOT permit release of the hold until 10-business days has passed.

Financing inquiries, such as federal/state grants, loans or scholarships must be addressed with the Office of Financial Aid. All awards authorized by Financial Aid MUST be reflected in accounts receivable as a payment or pending payment in order to review hold status. Partial awards may require the student to pay the difference in their tuition costs—this payment would be required to review the hold status as well.

Students who wish to dispute their tuition liability on the basis of a medical need, crisis or other extenuating circumstance may do so by obtaining a '[Request for Removal of Fees](#)' by clicking this link or obtaining a physical form from Jay Express. The form should be completed in its entirety and submitted to a Jay Express representative. The Registrar's Office will then deliberate and notify the student on whether a course/term waiver will be granted. **Bursar holds will not be removed from the student record until (1) Full payment of past-due tuition/fees is received or (2) The 'Request for Removal of Fees' is approved by Registrar.**

## **E. HOLD CATALOG**

This section refers **ONLY** to Bursar related holds and their impacts. The Bursar's Office cannot discuss, advise or remove account holds placed by other departments (i.e. Registrar, Financial Aid, Academic Advisement etc.) or other CUNY campuses. The student must inquire with appropriate department or college for more information.

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## Negative Hold

*Negative holds from the Bursar's Office commonly refer to a balance past-due and have multiple impacts.*

Negative Hold	Impact	Description	Resolve Hold
Bursar Hold (BUR)	-No Enrollment -No Transcripts (Unofficial/Official) -No Enrollment Verification -No Diploma -Grade View Disabled	A Bursar Hold is placed on a student's account when there is a past-due balance.	All past-due balances should be paid in full using any of the accepted methods. !! Personal Check / eCheck will delay hold clearing for 10-business days!!
Bursar In-House Collection Hold (BIH)	-No Enrollment -No Transcripts (Unofficial/Official) -No Enrollment Verification -No Diploma -Grade View Disabled -University Block	The account is in default and John Jay College is attempting to collect the debt.	All past-due balances should be paid in full using any of the accepted methods. !! Personal Check / eCheck will delay hold clearing for 10-business days!!
ICR Hold (BIC)	-No Enrollment -No Transcripts (Unofficial/Official) -No Enrollment Verification -No Diploma -Grade View Disabled -University Block -No Payment to College/Pay Collector	The balance has been referred to a collection agency. A BIC-Hold will prohibit direct payment to John Jay College.	Students must pay the collector, including the balance owed to the college and any additional fees/surcharges from ICR. ICR 1-800-964-5689
ACT Hold (BAZ)	-No Enrollment -No Transcripts (Unofficial/Official) -No Enrollment Verification -No Diploma -Grade View Disabled -University Block -No Payment to College/Pay Collector	The balance has been referred to a collection agency. A BAZ-HOLD will prohibit direct payment to John Jay College.	Students must pay the collector, including the balance owed to the college and any additional fees/surcharges from ACT. ACT 1-866-887-2800

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## Limit Hold

*Limit holds from the Bursar’s Office commonly refer to restrictive action that does not impact more than one activity.*

Limit Hold	Impact	Description	Resolve Hold
Bad Check (BCK)	-No Personal Checks	A personal check that cannot be processed because the account holder has non-sufficient funds (NSF) will be rejected by the bank.	Bal + \$20.00 per instance Students will be required to make all subsequent payments by cash or certified check.
Do not Accept eCheck (BNE)	-No Electronic Checks	Electronic checks (eCheck) that cannot be processed because the account holder has non-sufficient funds (NSF) will be rejected by the bank. Electronic checks (eCheck) that cannot be processed because the account holder has entered invalid account information will be rejected by the processor as “Unable to Locate”	Check privileges may not be reinstated for an NSF rejection. Check privileges may be reinstated as a one-time courtesy for eCheck rejected for “Unable to Locate”
Block Access Payment Plan (BNP)	-No Payment Plan	Payment plan access is blocked for students referred to a collector	All payments must be made to the collector in-full.
Do Not Refund (BRF)	-No Refund	Refund processing is delayed subject to account review.	Bursar will advise on the status of the student’s account and disbursements.



## Positive Hold

*Positive holds commonly refer to special services or actions initiated by student/staff. There is no punitive impact to a positive hold.*

Positive Hold	Impact	Description	Resolve Hold
Do Not Cancel Registration (BCF)	-Registration will be saved.	Student is enrolled with a sponsor payer, scholarship or third-party that will pay for the specified term in-full or in-part.	No Action Required.
Enrolled in a Payment Plan(BPP)	-No Impact.	Student is enrolled in an active term payment plan.	No Action Required.

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