Request for Proposal #646436

For

Electronic Bill Presentment and Electronic Payment Receipt Processing System

January 18, 2005
QUESTIONS: All inquiries for information regarding this solicitation should be directed to: Vicky Moore, VCO, Phone: (540) 231-7953, e-mail: Vicky.Moore@vt.edu.

DUE DATE: Sealed Proposals will be received until **February 8, 2005 at 3:00 PM**. Failure to submit proposals to the correct location by the designated date and hour will result in disqualification.

ADDRESS: Proposals should be mailed or hand delivered to: Virginia Polytechnic Institute and State University (Virginia Tech), Information Technology Acquisitions Office (0214), 1700 Pratt Drive, Blacksburg, Virginia 24060-6361. Reference the Opening Date and Hour, and RFP Number in the lower left corner of the return envelope or package.

In compliance with this Request For Proposal and to all the conditions imposed therein and hereby incorporated by reference, the undersigned offers and agrees to furnish the services and services in accordance with the attached signed proposal and as mutually agreed upon by subsequent negotiation.

**TYPE OF BUSINESS:** (Please check all applicable classifications)

- **Large.**
- **Small.** A concern, including its affiliates, which is independently owned and operated, is not dominant in the field of operation in which it is contracting and can further qualify under the criteria concerning number of employees, average annual receipts, or other criteria, as prescribed by the United States Small Business Administration.
- **Minority-Owned.** A business enterprise that is owned and controlled by one or more socially and economically disadvantaged persons. Such disadvantage may arise from cultural, racial, chronic economic circumstances or background or other similar cause. Such persons include, but are not limited to Blacks, Hispanic Americans, Asian Americans, American Indians, Eskimos, and Aleuts.
- **Women-Owned.** A business enterprise that is at least 51 percent owned by a woman or women who also control and operate it. In this context, "control" means exercising the power to make policy decisions, and "operate" means being actively involved in the day-to-day management.

**COMPANY INFORMATION/SIGNATURE:** In compliance with this Request For Proposal and to all the conditions imposed therein and hereby incorporated by reference, the undersigned offers and agrees to furnish the services in accordance with the attached signed proposal and as mutually agreed upon by subsequent negotiation.

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I. **PURPOSE:** The purpose of this Request for Proposal (RFP) is to solicit sealed proposals from qualified sources to enter into a contract to provide an Electronic Bill Presentment and Electronic Payment Receipt Processing System for Virginia Polytechnic Institute and State University (Virginia Tech) an agency of the Commonwealth of Virginia.

II. **CONTRACT PERIOD:** The term of this contract is for three (3) years, or as negotiated. There will be an option for five (5), one-year renewals, or as negotiated.

III. **BACKGROUND:** Virginia Polytechnic Institute and State University (Virginia Tech) is a comprehensive 4-year public institution in Virginia with an enrollment of approximately 27,000 students with approximately 8,500 students living on-campus. The annual tuition and fee, room and board revenue budget exceeds $250 million. Virginia Tech uses the Sungard SCT Banner product suite for all its administrative systems including the Student Information module and the Accounts Receivable module for registration, financial aid, and student accounting data. The University currently does not accept credit card payments for student accounts except at remote sites in its extended campus locations throughout the Commonwealth of Virginia. The university currently accepts credit cards in various auxiliary operations, but it does not have a university-wide integrated on-line payment gateway system. Virginia Tech also has a campus card program (Hokie Passport) using the Diebold CS Gold system. These campus cards serve as a debit card and provide security/ access control to facilities on campus.

IV. **CONTRACT PARTICIPATION**

Under the authority of the [Code of Virginia 2.2-4304, Cooperative Procurement](http://www.ExploreVirginiaColleges.com/), it is the intent of this solicitation and resulting contract(s) to allow for cooperative purchasing by only the Virginia Association of State College and University Purchasing Professionals (VASCUPP) and all other Commonwealth of Virginia public institutions of higher education (to include four-year, two-year and community colleges). Current VASCUPP institutions include: College of William and Mary, University of Virginia, George Mason University, Virginia Military Institute, James Madison University, Old Dominion University, Virginia Tech, Radford University and Virginia Commonwealth University. A list of all other Virginia Public Colleges and Universities is available at [http://www.ExploreVirginiaColleges.com/](http://www.ExploreVirginiaColleges.com/). In addition, the lead-issuing institution may allow local governments, school boards and other agencies serving local governments in their region access to this contract(s).

Participation in this cooperative procurement is strictly voluntary. If authorized by the Contractor(s), the resultant contract(s) will be extended to the public bodies indicated above to purchase at contract prices in accordance with contract terms. The Contractor shall notify the lead-issuing institution in writing of any such institutions accessing the contract. No modification of this contract or execution of a separate contract is required to participate. The Contractor will provide semi-annual usage reports for all VASCUPP members and public institutions accessing the Contract. Participating public bodies shall place their own orders directly with the Contractor(s) and shall fully and independently administer their use of the contract(s) to include contractual disputes, invoicing and payments without direct administration from the lead-issuing institution. The lead-issuing institution shall not be held liable for any costs or damages incurred by any other participating public body as a result of any authorization by the Contractor to extend the contract. It is understood and agreed that the lead-issuing institution is not responsible for the acts or omissions of any VASCUPP member, or public body and will not be considered in default of the Agreement no matter the circumstances.

Use of this contract(s) does not preclude any participating public body from using other contracts or competitive processes as required by law.

V. **STATEMENT OF NEEDS:**

Virginia Tech desires to partner with an offeror that can provide a system to perform electronic bill presentment and electronic payment receipt processing using Automated Clearing House (ACH) debits (sometimes called “e-checks”), credit cards, or debit cards, or similar electronic transactions that may evolve in the future. Virginia Tech also desires the offeror to provide a system that enables a payment gateway for various departments on campus that sell goods and services, and a system that enables university customers to deposit funds unto the campus debit card through the Diebold CS Gold system. The successful offeror will provide all hardware, software, and services to present university student accounts and other university bills electronically, process payments through a payment gateway, and deposit funds unto campus debit cards, through a secured
web site and to receive, process and return ACH debits, credit cards, and debit cards payment transactions, or similar electronic transactions that may evolve in the future via a link from Virginia Tech’s website(s).

Specific needs include:

A. Banner Business Partner/Integration with Banner

1. The Offeror must be an official SunGard SCT Partner. Official SunGard SCT Partners are listed on the SunGard SCT website.

2. The System should integrate with the SunGard SCT Banner system with no modification to the baseline Banner system. Additional processes or modules are acceptable if they are ‘add on’ components to Banner and do not require changes to baseline Banner code.

3. Any required add on code should be provided by the Offeror and require minimal effort by Virginia Tech Information Technology personnel.

4. The System should provide the capability to process ‘real time’ or near real time updates to the Banner Accounts Receivable system.

5. The system should provide the capability to batch update the Banner Accounts Receivable System on any schedule selected by the university.

B. Implementation Schedule

1. The Offeror must be able to implement, configure and test the System in time to allow billing and payment receipt processing for student accounts in production on a limited scale by May 2005. Billing and payment for the full Student Accounts Receivable customer base must be in production by July 1, 2005 to be able to process the first billing for Fall Semester 2005. Please provide a proposed implementation schedule that meets these dates.

2. Implementation schedules for processing electronic payment receipts to the university’s campus debit card through the Diebold CS Gold system and electronic billing and payment processing for other university departments will be implemented on an as needed basis by other university departments. Please provide typical implementation schedules for adding additional departmental based bills as well as payment gateways for departmental based payment systems.

C. Bill Presentment

1. The Offeror should accept a billing file from Virginia Tech that is not in the standard SunGard SCT Banner format. Attachment E includes four examples of: a) Virginia Tech’s data file layout, b) the postscript file produced and sent to the printer, and c) a .pdf file which shows what that bill would look like.

2. The System should present all bills on the web and email all customers that a new bill is available within 48 hours of receipt of the billing file. (Virginia Tech currently produces approximately 225,000 bills annually; the bills are processed on the 15th of each month).

3. The System should have the capability to allow any customer to opt out of electronic billing. Please describe how this feature could work including whether the offeror could be able to print, stuff and mail a paper bill to all customers who opt out. Please describe how the offeror could notify the university of customers who opt out of electronic billing.

4. The System should have a real-time integration to Banner that allows the customer to see the current account balance in Banner in addition to the billed amount.

5. The System should allow the customer to pay up to, but not more than, the greater of two amounts: the current billed statement amount, or the Banner current account balance.
6. Describe, based on your experience with other universities, the estimated success rate, in average number of transactions rejected per 100, for lockbox processing at Wachovia Bank of paper checks and remittance advices printed remotely by customers who received electronic bills, but choose not to pay electronically.

7. Describe the historical data available to the student, authorized third parties and the university and how it is accessed.

D. Payment Receipt Processes

1. ACH Payments
   a. The System must allow Virginia Tech to accept payment from Accounts Receivables customers via the web through the Automated Clearing House (ACH) network. The customer must be able to enter his or her bank routing number and bank account number (checking or savings), and have the designated amount transferred electronically from the customer’s account to Virginia Tech’s bank. The customer must incur no extra charge for this service.
   b. The Offeror should describe the nature and timing of the daily balancing procedures including the processing deadlines and the timing of receipts into the Virginia Tech bank account from the time the batch is processed through the ACH system.

2. Credit Card /Debit Card Payments
   a. The System must allow the customer to make a similar electronic payment using a debit card or a credit card, and must accept either a MasterCard or Visa card for credit cards. The customer must always have the option of choosing either ACH or credit/debit cards for making payment. The credit/debit card payment must be implemented in a way that Virginia Tech does NOT incur any additional fees, such as the usual credit/debit card merchant discount fee, other than the Offeror’s nominal (pennies-per-transaction) transaction fee. This means the discount fee or a surrogate convenience fee will be paid by the customer, not the university. If so, the customer must be notified that there is a cost associated with using a credit or debit card. That amount must be separately identified as a line item on payment screens and on the customer’s credit card statement or bank statement for debit cards. The customer must be notified that the convenience fee is being paid to the Offeror, not Virginia Tech.
   b. Please list other credit cards that your system can accept

3. Rejected or Declined Payments - Describe what information the customer will receive if their credit/debit card or ACH debit were declined. How will the customer be informed and how will the customer receive this information? What information can Virginia Tech receive for such declined transactions?

4. Third-Party Payments - The System must allow third parties – parents, donors -- to make payments to accounts. The System must allow one party to apply payments to multiple accounts and multiple parties to apply payments to a single account. The third party solution must be secure, as described in the section on Security and Privacy. The third party payor must only be able to view the billed amount due unless the customer authorizes detailed account information to become available to the third party payor.

5. Customer Profiles - The System must allow customers to create and edit their account profile, and choose whether to save a credit/debit card or bank account number in the System. Please describe what is included in an account profile and what is editable by the customer

6. Diebold Business Partner - The Offeror must have a formal business partnership with Diebold, Incorporated. The solution should integrate to the Diebold CS Gold card system, in a way that allows a customer to add money to a CS Gold debit account (e.g., the Virginia Tech ‘Dining Dollars’ or ‘Hokie Passport Account’) through a website as described above, using ACH, debit or credit card for payment. This functionality should be implemented in a way that does not require Virginia Tech to modify its CS Gold or Banner installations, other than installing simple packages or integration kits supplied by the Offeror. Please include in your list of references at least one institution that has implemented this capability.
**E. Regulatory Compliance**

1. The System must protect the privacy of customer educational and financial information, and must meet the requirements of all applicable federal regulations, including the Family Educational Rights and Privacy Act (FERPA) and the Gramm-Leach-Bliley Act (GLB). In addition, the successful contractor must agree to the following statement in the terms of the contract:

   In providing services to Virginia Tech, the contractor agrees to abide by the provisions of the Family Educational Rights and Privacy Act (FERPA) and the Gramm-Leach-Bliley Act (GLB).

2. Offeror’s system must have strong internal accounting control processes and must meet the applicable requirements for AICPA, PCAOB, SEC, Sarbanes-Oxley, etc. and have annual external audits and compliance reviews that would allow the university to rely on the integrity of these internal control systems. Since the successful contractor would be a “service organization” as defined in the AICPA’s Statement on Auditing Standards for Attestation Engagements Number 70 (SAS 70) “Reports on the Processing of Transactions by Service Organizations”, the contractor must provide, upon request, to the university or the university’s external auditors, such audit reports prepared by the contractor’s independent external auditors to meet the requirements of SAS 70, and as subsequently amended by other SAS’s such as SAS 78 and SAS 88. Please provide the cost, if any, of providing such audit reports and the timing of when such reports would be available on an annual basis.

**F. Administrative Tools**

1. Software must provide reconciliation reports for both ACH transactions and credit/debit card transactions which include, but are not limited to:
   a. Pending items
   b. Batch summary payment types and proof that payments have been successfully deposited to bank account
   c. Detailed reports to support summary report
   d. Separate listing of returned items
   e. Automated process to update Banner AR for returned items
   f. Convenient ad hoc reporting as part of systems configuration
   g. Capability to run reports using various parameters

   These reports must be available for up to one year after the end of the month that the transaction occurs.

2. Please describe the capability for Bursar staff to void transactions prior to settlement and whether the void can carry through to reverse payment on Banner AR.

3. Bursar staff should be able to manually enter a debit or credit card or ACH transaction with these transactions being identified on a detail transaction report as well as the Banner AR account.

4. Interactive Voice Response and toll free telephone numbers for remitting credit card, debit card and ACH payments are options. Describe availability of the above options if utilizing your system.

**G. Administration of Multiple Departments and Payment Gateway**

1. The System should provide payment capabilities for multiple departments within the university whereby departments are restricted to their own data and have reporting capabilities for only their department. Each department should have the capability for processing their own returns and credits.

2. The system should allow for multiple levels and amounts of convenience fees at different storefronts.

3. Describe your system’s ability to provide different combinations of credit cards or debit cards at each storefront.

4. Please describe how Bursar staff can have oversight of all departments' transactions and the ability to run individual departmental reports as well as summary reports for all activity on a daily, monthly, and annual basis.
5. The System must enable payments to multiple departments for check-out as well as billed amounts, through a payment gateway or similar technology. For check-out, the Offeror should provide an interface kit that can be added to a department’s web store that minimizes technical workload by Virginia Tech.

6. The System should have the capability to provide a shopping cart solution.

H. System Requirements

1. Remote Hosting
   a. Any and all required hardware must be housed and maintained completely off site from Virginia Tech, sometimes called a ‘hosted’ solution.
   b. The Offeror must provide all backup and recovery services, system hardware and software updates, software patching, new release installation, and all other maintenance required to maintain a secure and up to date system.
   c. Customer account information (bank account and credit/debit card account numbers) must be stored in the hosted System and not on a Virginia Tech server.

2. Acceptable Downtime
   a. The System must be available on a 24 hour a day, 7 day a week schedule, including holidays. The System must maintain a 98% uptime rating. Maintenance downtime must be less than one hour per week. The Offeror must maintain a hot site or take appropriate measures to be able to recover quickly from a major disaster.
   b. Please provide documentation on your disaster recovery procedures.

3. Technical Support - The Offeror must provide a 24x7 technical support center. During regular coast to coast business hours (8 a.m. EST to 6 p.m. PST), technical representatives must call back within one hour.

4. Security and Privacy
   a. Authentication
      1) The System must authenticate users’ identities in order to make payments and access information. The authentication methods must not allow passwords to be transmitted or stored in clear text.
      2) The System should provide secure, seamless integration that does not require a user who already has credentials at Virginia Tech to create another set of credentials on the vendor’s system.
      3) Third party identities must be authenticated, and the third party payer must not be required to know the password belonging to the individual to whose account the payment is applied. Passwords for third party payers must not be transmitted or stored in clear text.
   b. Authorization
      1) The System must ensure that access is granted to, and only to, those users who are entitled to it. Third party access to a customer’s account information must only be granted by the customer. A third party payer must not be granted access to information other than the amount owed unless the customer explicitly grants additional access to the third party.
   c. Data transfer/transmission
      1) The System must not transmit data in clear text. Data transmitted over a network segment must use strong encryption for the transmission.
VI. PROPOSAL PREPARATION AND SUBMISSION

A. General Requirements:

1. RFP Response: In order to be considered for selection, Offerors must submit a complete response to this RFP. 1 original and Eight (8) copies of each proposal must be submitted to:

   Virginia Tech
   Information Technology Acquisitions (0214)
   1700 Pratt Drive
   Blacksburg, VA 24060-6361

   Reference the Opening Date and Hour, and RFP Number in the lower left hand corner of the return envelope or package.

   No other distribution of the proposals shall be made by the Offeror.

2. Proposal Preparation:

   a. Proposals shall be signed by an authorized representative of the Offeror. All information requested should be submitted. Failure to submit all information requested may result in Virginia Tech requiring prompt submission of missing information and/or giving a lowered evaluation of the proposal. Virginia Tech may reject proposals, which are substantially incomplete or lack key information, at its discretion. Mandatory requirements are those required by law or regulation or are such that they cannot be waived and are not subject to negotiation.

   b. Proposals should be prepared simply and economically providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP. Emphasis should be on completeness and clarity of content.

   c. Proposals should be organized in the order in which the requirements are presented in the RFP. All pages of the proposal should be numbered. Each paragraph in the proposal should reference the paragraph number of the corresponding section of the RFP. It is also helpful to cite the paragraph number, sub letter, and repeat the text of the requirement as it appears in the RFP. If a response covers more than one page, the paragraph number and sub letter should be repeated at the top of the next page. The proposal should contain a table of contents that cross references the RFP requirements. Information which the offeror desires to present that does not fall within any of the requirements of the RFP should be inserted at an appropriate place or be attached at the end of the proposal and designated as additional material. Proposals that are not organized in this manner risk elimination from consideration if the evaluators are unable to find where the RFP requirements are specifically addressed.

   d. Each copy of the proposal should be bound in a single volume where practical. All documentation submitted with the proposal should be bound in that single volume.

   e. Ownership of all data, material and documentation originated and prepared for Virginia Tech pursuant to the RFP shall belong exclusively to Virginia Tech and be subject to public inspection in accordance with the Virginia Freedom of Information Act. Trade secrets or proprietary information submitted by an Offeror shall not be subject to public disclosure under the Virginia Freedom of Information Act. However, to prevent disclosure the Offeror must invoke the protections of Section 2.2-4342F of the Code of Virginia, in writing, either before or at the time the data or other materials is submitted. The written request must specifically identify the data or other materials to be protected and state the reasons why protection is necessary. The proprietary or trade secret material submitted must be identified by some distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute trade secret or proprietary information. The classification of an entire proposal document, line item prices and/or total proposal prices as proprietary or trade secrets is not acceptable and may result in rejection of the proposal.
3. **Oral Presentation:** Offerors who submit a proposal in response to this RFP may be required to give an oral presentation of their proposal to Virginia Tech. This will provide an opportunity for the Offeror to clarify or elaborate on the proposal but will in no way change the original proposal. Virginia Tech will schedule the time and location of these presentations. Oral presentations are an option of Virginia Tech and may not be conducted. Therefore, proposals should be complete.

B. **Specific Requirements:** Proposals should be as thorough and detailed as possible so that Virginia Tech may properly evaluate your capabilities to provide the required good. Offerors are required to submit the following information/items as a complete proposal:

1. The return of the General Information Form and addenda, if any, signed and filled out as required.

2. A written narrative statement to include:
   a. Offeror’s experience in providing the services described herein in Section V Statement of Needs.
   b. Names and qualifications of personnel to be assigned to the project and a description of their experience in providing services to large public colleges or universities.
   c. Resumes of staff to be assigned to the project.

3. Responses to the requirements as noted in Section V formatted as noted above in Paragraph VI.A.2. Please provide sufficient documentation to support your meeting each of the required elements and providing sufficient detail as to how you meet the desirable elements.

4. Three (3) recent references for universities similar in size and complexity to Virginia Tech, for whom you have provided the types of services described herein in Section IV Statement of Needs. At least one of the references must use Sungard SCT Banner systems for their Student Information and Accounts Receivable System and have used the offeror’s system in a production mode for more than one year. At least one of the references must include a university using the Offeror’s system to receive electronic payments for a campus debit card using the Diebold CS Gold interface. At least one of the references must include a university that uses the Offeror’s system to receive payments for various other university business processes such as parking fines, athletic tickets, etc. Include the institution’s name, address and the name and phone number of the individual that Virginia Tech should contact. Also provide the length of time each institution has been using your system in a production mode.

5. **Proposed Price:** Offeror must return and complete the Price Worksheet, Attachment D, and include all one-time and all recurring costs (monthly and/or transaction based costs) for all services to be provided. The prices provided should include all costs to the offeror including labor, supplies, incidentals, meals, lodging, travel, profit, overhead, etc.

6. Virginia Tech requires that its customer’s data including, but not limited to, name, address, email, credit card, checking account and banking information be used only for purposes outlined by this RFP and resulting contract. Offeror must provide a statement certifying that the customer’s data will not be sold or used in any way not specifically authorized by Virginia Tech.

7. Any other supporting information as noted in Paragraph VI.A.2.c.

8. Any proposed exceptions to the RFP terms and conditions.
VII. SELECTION CRITERIA AND AWARD

A. Selection Criteria: Proposals will be evaluated by Virginia Tech using the following:

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<td>Price (based on estimated volumes in Price Worksheet in Attachment D)</td>
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<td>Vendor Qualifications, Experience, and Financial Stability</td>
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<td>Specific implementation plans and methodologies to be used</td>
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Total 100

B. Award: Selection shall be made of two or more offerors deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation factors included in the Request for Proposal, including price, if so stated in the Request for Proposal. Negotiations shall be conducted with the offerors so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each offeror so selected, Virginia Tech shall select the offeror who, in its opinion, has made the best proposal, and shall award the contract to that offeror. Virginia Tech may cancel this Request for Proposal or reject proposals at any time prior to an award, and is not required to furnish a statement of the reason why a particular proposal was not deemed to be the most advantageous. (Section 2.2-4359(D.), Code of Virginia.) Should Virginia Tech determine in writing and in its sole discretion that only one offeror is fully qualified, or that one offeror is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that offeror. The award document will be a contract incorporating by reference all the requirements, terms and conditions of this solicitation and the Contractor's proposal as negotiated. See Attachment C for sample contract form.

VIII. OPTIONAL PRE-PROPOSAL CONFERENCE: An optional pre-proposal conference will be held on Wednesday, January 26, 2005 at 1:00 P.M. in Room #115, Research Building #14, Corporate Research Center, 1770 Forecast Drive, Blacksburg, VA. The purpose of this conference is to allow potential Offerors an opportunity to present questions and obtain clarification relative to any facet of this solicitation.

While attendance at this conference will not be a prerequisite to submitting a proposal, offerors who intend to submit a proposal are encouraged to attend.

Bring a copy of this solicitation with you. Any changes resulting from this conference will be issued in a written addendum to this solicitation.

All questions and answers from this conference will be posted on our website: http://www.ita.vt.edu/eCommerce-RFP.html. Additional questions may be emailed to eCommerce-RFP@vt.edu. These questions and subsequent answers will also be posted on the website. Questions will be accepted through Tuesday, February 1, 2005 at 5:00 p.m.

IX. CONTRACT ADMINISTRATION

A. Kenneth Miller, University Controller, at Virginia Tech or his designee shall be identified as the Contract Administrator and shall use all powers under the contract to enforce its faithful performance.

B. The Contract Administrator, or his designee, shall determine the amount, quantity, acceptability, fitness of all aspects of the services and shall decide all other questions in connection with the services. The Contract Administrator, or his designee, shall not have authority to approve changes in the services which alter the concept or which call for an extension of time for this contract. Any modifications made must be authorized by the Virginia Tech ITA Office through a written amendment to the contract.
X. **ATTACHMENTS:**

Attachment A - Special Terms and Conditions
Attachment B - General Terms and Conditions
Attachment C - Standard Contract Form
Attachment D - Price Worksheet
Attachment E – Virginia Tech Billing File Examples
ATTACHMENT A
SPECIAL TERMS AND CONDITIONS

1. **AUDIT**: The Contractor hereby agrees to retain all books, records, and other documents relative to this contract for five (5) years after final payment, or until audited by the Commonwealth of Virginia, whichever is sooner. Virginia Tech, its authorized agents, and/or the State auditors shall have full access and the right to examine any of said materials during said period.

2. **CANCELLATION OF CONTRACT**: Virginia Tech reserves the right to cancel and terminate any resulting contract, in part or in whole, without penalty, upon 60 days written notice to the Contractor. In the event the initial contract period is for more than 12 months, either party, without penalty, may terminate the resulting contract after the initial 12 months of the contract period upon 60 days written notice to the other party. Any contract cancellation notice shall not relieve the Contractor of the obligation to deliver and/or perform on all outstanding orders issued prior to the effective date of cancellation.

3. **CONTRACT DOCUMENTS**: The contract entered into by the parties shall consist of the Request for Proposal including all modifications thereof, the proposal submitted by the Contractor, the written results of negotiations, the Commonwealth Standard Contract Form, all of which shall be referred to collectively as the Contract Documents.

4. **DELIVERY POINT**: Except when otherwise specified herein, all items shall be F.O.B. delivered any point within the Commonwealth of Virginia as directed by ordering department, institution or agency of the Commonwealth or Public bodies of the Commonwealth as defined in Section 2.2-4301 of the Virginia Public Procurement Act.

5. **IDENTIFICATION OF PROPOSAL ENVELOPE**: If a special envelope is not furnished, or if return in the special envelope is not possible, the signed proposal should be returned in a separate envelope or package, sealed and addressed as follows:

   VIRGINIA POLYTECHNIC INSTITUTE AND STATE UNIVERSITY
   Information Technology Acquisitions (0214)
   1700 Pratt Drive
   Blacksburg, VA 24060-6361

   Reference the opening date and hour, and RFP Number in the lower left corner of the envelope or package. If a proposal not contained in the special envelope is mailed, the Offeror takes the risk that the envelope, even if marked as described above, may be inadvertently opened and the information compromised which may cause the proposal to be disqualified. No other correspondence or other proposals should be placed in the envelope. Proposals may be hand delivered to the Virginia Tech Information Technology Acquisitions Office.

6. **INDEPENDENT CONTRACTOR**: The contractor shall not be an employee of Virginia Tech, but shall be an independent contractor. Nothing in this agreement shall be construed as authority for the contractor to make commitments, which shall bind Virginia Tech or to otherwise act on behalf of Virginia Tech, except as Virginia Tech may expressly authorize in writing.

7. **INSURANCE**: By signing and submitting a proposal under this solicitation, the Offeror certifies that if awarded the contract, it will have the following insurance coverages at the time the work commences. Additionally, it will maintain these during the entire term of the contract and that all insurance coverages will be provided by insurance companies authorized to sell insurance in Virginia by the Virginia State Corporation Commission. During the period of the contract, Virginia Tech reserves the right to require the Contractor to furnish certificates of insurance for the coverage required.

   INSURANCE COVERAGES AND LIMITS REQUIRED:
   A. Worker's Compensation - Statutory requirements and benefits.
   B. Employers Liability - $100,000.00
C. General Liability - $500,000.00 combined single limit. Virginia Tech and the Commonwealth of Virginia shall be named as an additional insured with respect to goods/services being procured. This coverage is to include Premises/Operations Liability, Products and Completed Operations Coverage, Independent Contractor's Liability, Owner's and Contractor's Protective Liability and Personal Injury Liability.

D. Automobile Liability - $500,000.00

E. Builders Risk – For all renovation and new construction projects under $100,000 Virginia Tech will provide All Risk – Builders Risk Insurance. For all renovation contracts, and new construction from $100,000 up to $500,000 the contractor will be required to provide All Risk – Builders Risk Insurance in the amount of the contract and name Virginia Tech as additional insured. All insurance verifications of insurance will be through a valid insurance certificate.

The contractor agrees to be responsible for, indemnify, defend and hold harmless Virginia Tech, its officers, agents and employees from the payment of all sums of money by reason of any claim against them arising out of any and all occurrences resulting in bodily or mental injury or property damage that may happen to occur in connection with and during the performance of the contract, including but not limited to claims under the Worker's Compensation Act. The contractor agrees that it will, at all times, after the completion of the work, be responsible for, indemnify, defend and hold harmless Virginia Tech, its officers, agents and employees from all liabilities resulting from bodily or mental injury or property damage directly or indirectly arising out of the performance or nonperformance of the contract.

8. MINORITY BUSINESS, WOMEN-OWNED BUSINESSES SUBCONTRACTING AND REPORTING: Where it is practicable for any portion of the awarded contract to be subcontracted to other suppliers, the contractor is encouraged to offer such business to minority and/or women-owned businesses. Names of firms may be available from the buyer and/or from the Division of Purchases and Supply. When such business has been subcontracted to these firms and upon completion of the contract, the contractor agrees to furnish the purchasing office the following information: name of firm, phone number, total dollar amount subcontracted and type of product/service provided.

9. NONVISUAL ACCESS TO TECHNOLOGY: All information technology which, pursuant to this Agreement, is purchased or upgraded by or for the use of any State agency or institution or political subdivision of the Commonwealth (the "Technology") shall comply with the following nonvisual access standards from the date of purchase or upgrade until the expiration of this Agreement: (i) effective, interactive control and use of the Technology shall be readily achievable by nonvisual means; (ii) the Technology equipped for nonvisual access shall be compatible with information technology used by other individuals with whom any blind or visually impaired user of the Technology interacts; (iii) nonvisual access technology shall be integrated into any networks used to share communications among employees, program participants or the public; and (iv) the technology for nonvisual access shall have the capability of providing equivalent access by nonvisual means to telecommunications or other interconnected network services used by persons who are not blind or visually impaired.

Compliance with the foregoing nonvisual access standards shall not be required if the head of the using agency, institution or political subdivision determines that (i) the Technology is not available with nonvisual access because the essential elements of the Technology are visual and (ii) nonvisual a equivalence is not available. Installation of hardware, software, or peripheral devices used for nonvisual access is not required when the Technology is being used exclusively by individuals who are not blind or visually impaired, but applications programs and underlying operating systems (including the format of the data) used for the manipulation and presentation of information shall permit the installation and effective use of nonvisual access software and peripheral devices. If requested, the Contractor must provide a detailed explanation of how compliance with the foregoing nonvisual access standards is achieved and a validation of concept demonstration. The requirements of this Paragraph shall be construed to achieve full compliance with the Information Technology Access Act, §§2.1-807 through 2.1-811 of the Code of Virginia.
10. **OPTIONAL PRE-PROPOSAL CONFERENCE:** An optional pre-proposal conference will be held at 1:00 p.m. on January 26, 2005 in Room #115, Research Building #14, Corporate Research Center, 1770 Forecast Drive, Blacksburg VA. The purpose of this conference is to allow potential Offerors an opportunity to present questions and obtain clarification relative to any facet of this solicitation. While attendance at this conference will not be a prerequisite to submitting a proposal, Offerors who intend to submit a proposal are encouraged to attend. Bring a copy of the solicitation with you. Any changes resulting from this conference will be issued in a written addendum to the solicitation.

11. **PROPOSAL ACCEPTANCE PERIOD:** Any proposal received in response to this solicitation shall be valid for 120 days. At the end of the 120 days the proposal may be withdrawn at the written request of the Offeror. If the proposal is not withdrawn at that time it remains in effect until an award is made or the solicitation is cancelled. The Contractor shall be responsible for completely supervising and directing the work under this contract and all subcontractors that he may utilize, using his best skill and attention. Subcontractors who perform work under this contract shall be responsible to the prime Contractor. The Contractor agrees that he is as fully responsible for the acts and omissions of his subcontractors and of persons employed by them as he is for the acts and omissions of his own employees.

12. **PROPOSAL PRICES:** Proposal shall be in the form of a firm unit price for each item during the contract period.

13. **QUANTITIES:** Quantities set forth in this solicitation are estimates only, and the Contractor shall supply at proposal prices actual quantities as ordered, regardless of whether such total quantities are more or less than those shown.

14. **RENEWAL OF CONTRACT:** This contract may be renewed by Virginia Tech upon written agreement of both parties for up to five successive one year periods only under the terms and conditions of the original contract except as stated in A and B below. Price increases may be negotiated only at the time of renewal. Written notice of Virginia Tech's intention to renew shall be given (approximately 90 days) prior to the expiration date of each contract period.
   A. If Virginia Tech elects to exercise the option to renew the contract for an additional one-year period, the contract price(s) for the additional year shall not exceed the contract prices of the original contract increased/decreased by no more than the percentage increase/ decrease of the other services category of the CPI-W section of the Consumer Price Index of the United States Bureau of Labor Statistics for the latest twelve months for which statistics are available.
   B. If during any subsequent renewal period Virginia Tech elects to exercise the option to renew the contract, the contract price(s) for the subsequent renewal period shall not exceed the contract price(s) of the previous renewal period increased/decreased by more than the percentage increase/decrease of the other services category of the CPI-W section for the Consumer Price Index of the United States Bureau of Labor Statistics for the latest twelve months for which statistics are available.

15. **SEVERAL LIABILITY:** Virginia Tech will be severally liable to the extent of its purchases made against any contract resulting from this solicitation. Applicable departments, institutions, agencies and Public Bodies of the Commonwealth of Virginia will be severally liable to the extent of their purchases made against any contract resulting from this solicitation.

16. **WORK SITE DAMAGES:** Any damage to existing utilities, equipment or finished surfaces resulting from the performance of this contract shall be repaired to the Owner's satisfaction at the Contractor's expense.

17. **COMMUNICATIONS:** Communications regarding this Request for Proposals (RFP) shall be formal from the date of issue for this RFP, until either a Contractor has been selected or the Information Technology Acquisitions Office rejects all proposals. Formal communications will be directed to the Information Technology Acquisitions Office. Informal communications including but not limited to, request for information, comments or speculations regarding this RFP to any University employee.
other than an Information Technology Acquisitions Office representative may result in the offending
Offeror’s proposal being rejected.

18. **RIGHT TO SELECT PROJECT PERSONNEL:** The University has the right to interview and select all
of the Contractor’s personnel that will provide services under the Agreement.

19. **RIGHT TO REMOVE PROJECT PERSONNEL:** The University has the right to remove any of the
selected Contractor’s personnel that will provide services under the Agreement.

20. **SUBCONTRACTS:** No portion of the work shall be subcontracted without prior written consent of
Virginia Tech. In the event that the Contractor desires to subcontract some part of the work specified
herein, the Contractor shall furnish Virginia Tech the names, qualifications and experience of their
proposed subcontractors. The Contractor shall, however, remain fully liable and responsible for the
work to be done by his subcontractor(s) and shall assure compliance with all requirements of the
contract.

21. **ADVERTISING:** In the event a contract is awarded for supplies, equipment, or services resulting from
this solicitation, no indication of such sales or services to Virginia Tech will be used in product
literature or advertising without the prior written consent of Virginia Tech. The Contractor shall not
state in any of the advertising or product literature that the Commonwealth of Virginia or any agency
or institution of the Commonwealth has purchased or uses its products or services.

22. **CERTIFICATION TESTING AND ACCEPTANCE:** The system specified in the contract shall be
considered ready for production testing upon receipt of documentation from the Contractor that a
successful system audit or diagnostic test was performed at the site demonstrating that the system
meets the minimum design/performance capabilities stipulated by the contract. The system shall be
deemed ready for production certification testing on the day following receipt of this documentation.
Virginia Tech shall provide written confirmation of its acceptance following successful completion of
the production certification test. System (software and/or hardware) payment will be authorized after
the successful completion and certification test(s).
1. **ANTI-DISCRIMINATION**: By submitting their proposals, offerors certify to the Commonwealth that they will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Contracting Act of 1975, as amended, where applicable, the Virginians With Disabilities Act, the Americans With Disabilities Act, and Section 2.2-4311 of the Virginia Public Procurement Act. If the award is made to a faith-based organization, the organization shall not discriminate against any recipient of goods, services, or disbursements made pursuant to the contract on the basis of the recipient’s religion, religious belief, refusal to participate in a religious practice, or on the basis of race, age, color, gender or national origin and shall be subject to the same rules as other organizations that contract with public bodies to account for the use of the funds provided; however, if the faith-based organization segregates public funds into separate accounts, only the accounts and programs funded with public funds shall be subject to audit by the public body. (*Code of Virginia, § 2.2-4343.1 E*).

In every contract over $10,000 the provisions in A and B below apply:

A. **During the performance of this contract, the Contractor agrees as follows:**
   1. The Contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the Contractor. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provision of this nondiscrimination clause.
   2. The Contractor, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, will state that such Contractor is an equal opportunity employer.
   3. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting the requirements of this Section.

B. The Contractor will include the provisions of A above in every subcontract or purchase order over $10,000, so that the provisions will be binding upon each subcontractor or vendor.

2. **ANTITRUST**: By entering into a contract, the Contractor conveys, sells, assigns, and transfers to Virginia Tech and the Commonwealth of Virginia all rights, title and interest in and to all causes of the action it may now have or hereafter acquire under the antitrust laws of the United States and the Commonwealth of Virginia, relating to the particular goods or services purchased or acquired by Virginia Tech and the Commonwealth of Virginia under said contract.

3. **APPLICABLE LAWS AND COURTS**: This solicitation and any resulting contract shall be governed in all respects by the laws of the Commonwealth of Virginia and any litigation with respect thereto shall be brought in the courts of the Commonwealth. The Contractor shall comply with applicable federal, state and local laws and regulations.

4. **ASSIGNMENT OF CONTRACT**: A contract shall not be assignable by the Contractor in whole or in part without the written consent of Virginia Tech.

5. **CHANGES TO THE CONTRACT**: Changes can be made to the Contract in any one of the following ways:
   A. The parties may agree in writing to modify the scope of the contract. An increase or decrease in the price of the contract resulting from such modification shall be agreed to by the parties as a part of their written agreement to modify the scope of the contract
   B. Virginia Tech may order changes within the general scope of the contract at any time by written notice to the Contractor. Changes within the scope of the contract include, but are not limited to, things such as the method of packing or shipment and the place of delivery or installation. The Contractor shall comply with the notice upon receipt. The Contractor shall be compensated for any additional costs incurred as the result of such order and shall give Virginia Tech a credit for any savings. Said compensation shall be determined by one of the following methods:
      1. By mutual agreement between the parties in writing; or
2. By agreeing upon a unit price or using a unit price set forth in the contract, if the work to be done can be expressed in units, and the Contractor accounts for the number of units of work performed, subject to Virginia Tech's right to audit the Contractor's records and/or to determine the correct number of units independently; or

3. By ordering the Contractor to proceed with the work and to keep a record of all costs incurred and savings realized. A markup for overhead and profit may be allowed if provided by the contract. The same markup shall be used for determining a decrease in price as the result of savings realized. The Contractor shall present Virginia Tech with all vouchers and records of expenses incurred and savings realized. Virginia Tech shall have the right to audit the records of the Contractor as it deems necessary to determine costs or savings. Any claim for an adjustment in price under this provision must be asserted by written notice to Virginia Tech within thirty (30) days from the date of receipt of the written order from Virginia Tech. If the parties fail to agree on an amount of adjustment, the question of an increase or decrease in the contract price or time for performance shall be resolved in accordance with the procedures for resolving disputes provided by the Disputes Clause of this contract or, if there is none, in accordance with the disputes provisions of the Commonwealth of Virginia Purchasing Manual for Institutions of Higher Education and Their Vendors. Neither the existence of a claim or a dispute resolution process, litigation or any other provision of this contract shall excuse the Contractor from promptly complying with the changes ordered by Virginia Tech or with the performance of the contract generally.

6. CLAIMS. Contractual claims, whether for money or other relief, shall be submitted in writing to the Director of Purchasing, Virginia Tech Purchasing Department, 270 Southgate Center, Blacksburg, Virginia 24061, no later than sixty (60) days after final payment; however, written notice of the contractor's intention to file such claim shall have been given at the time of the occurrence or beginning of the work upon which the claim is based. Nothing herein shall preclude a contract from requiring submission of an invoice for final payment within a certain time after completion and acceptance of the work or acceptance of the goods. Pending claims shall not delay payment of amounts agreed due in the final payment (Code of Virginia, Section 2.2-4363). A contractor may not institute legal action prior to receipt of the Director of Purchasing's decision on the claim, unless that office fails to render such decision within thirty (30) days. The decision of the Director of Purchasing shall be final and conclusive unless the contractor, within six (6) months of the date of the final decision on the claim, institutes legal action as provided in the Code of Virginia, Section 2.2-4364.

7. CLARIFICATION OF TERMS: If any prospective offeror has questions about the specifications or other solicitation documents, the prospective offeror should contact the buyer whose name appears on the face of the solicitation no later than five working days before the due date. Any revisions to the solicitation will be made only by addendum issued by the buyer.

8. COMMONWEALTH OF VIRGINIA PURCHASING MANUAL FOR INSTITUTIONS OF HIGHER EDUCATION AND THEIR VENDORS: This solicitation is subject to the provisions of the Commonwealth of Virginia Purchasing Manual for Institutions of Higher Education and Their Vendors and any revisions thereto, which are hereby incorporated into this contract in their entirety. A copy of the manual is available for review in the Virginia Tech Purchasing Department or by accessing URL http://www.purch.vt.edu on the Web.

9. DEBARMENT STATUS: By submitting their proposals, offerors certify that they are not currently debarred by the Commonwealth of Virginia from submitting bids or proposals on contracts for the type of goods and/or services covered by this solicitation, nor are they an agent of any person or entity that is currently so debarred.

10. DEFAULT: In case of failure to deliver goods or services in accordance with the contract terms and conditions, Virginia Tech, after due oral or written notice, may procure them from other sources and hold the Contractor responsible for any resulting additional purchase and administrative costs. This remedy shall be in addition to any other remedies which Virginia Tech may have.
11. **DRUG-FREE WORKPLACE:** In every contract over $10,000 the following provisions apply:
During the performance of this contract, the Contractor agrees to (i) provide a drug-free workplace for the Contractor's employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the Contractor's workplace and specifying the actions that will be taken against employees for violations of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the Contractor that the Contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over $10,000, so that the provisions will be binding upon each subcontractor or vendor. For the purposes of this section, "drug-free workplace" means a site for the performance of work done in connection with a specific contract awarded to a Contractor the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the contract.

12. **EO/AA STATEMENT:** Virginia Tech, an equal opportunity, affirmative action institution covered by presidential executive order 11246 as amended, advises all contractors, subcontractors, vendors and suppliers that direct receipt of federal funds may require appropriate action on their part.

13. **ETHICS IN PUBLIC CONTRACTING:** By submitting their proposals, offerors certify that their proposals are made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other offeror, supplier, manufacturer or subcontractor in connection with their proposal, and that they have not conferred on any public employee having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised unless consideration of substantially equal or greater value was exchanged.

14. **FACSIMILE PROPOSALS:** For sealed Request for Proposal (RFP) programs, an offeror may fax a proposal to a non-Virginia Tech third party, who in turn must deliver it, with the number of copies specified in the RFP, to the Purchasing Department in a sealed envelope before the proposal due date and time. All information requested in the Proposal Preparation and Submission section of the RFP must be delivered with each copy of the proposal.

15. **IMMIGRATION REFORM AND CONTROL ACT OF 1986:** By submitting their proposals, the offerors certify that they do not and will not during the performance of this contract employ illegal alien workers or otherwise violate the provisions of the federal Immigration Reform and Control Act of 1986.

16. **INDEMNIFICATION:** Contractor agrees to indemnify, defend and hold harmless Virginia Tech and the Commonwealth of Virginia and their officers, agents, and employees from any claims, damages and actions of any kind or nature whether at law or in equity, arising from or caused by the use of any materials, goods, or equipment of any kind or nature, furnished by the contractor or failure of Virginia Tech to use the materials, goods, or equipment in the manner already and permanently described by the contractor on the materials, goods or equipment delivered.

17. **LATE PROPOSALS:** To be considered for selection, proposals must be received by the Virginia Polytechnic Institute and State University (Virginia Tech), Information Technology Acquisitions Office (0214), 1700 Pratt Drive, Blacksburg, Virginia 24060-6361, by the designated date and hour. The official time used in the receipt of proposals is that time on the automatic time stamp machine in the Virginia Tech Information Technology Acquisitions Office. Proposals received in the Virginia Tech Information Technology Acquisitions Office after the date and hour designated are automatically disqualified and will not be considered. Virginia Tech is not responsible for delays in the delivery of mail by the U.S. Postal Service, private couriers, the intrauniversity mail system, or another means of
delivery. It is the sole responsibility of the offeror to insure that its proposal reaches the Virginia Tech Information Technology Acquisitions Office by the designated date and hour.

18. **MANDATORY USE OF VIRGINIA TECH FORMS AND TERMS AND CONDITIONS:** Failure to submit a proposal on the official Virginia Tech form provided for that purpose may be a cause for rejection of the proposal. Modification of or additions to the General Terms and Conditions of the solicitation may be cause for rejection of the proposal; however, Virginia Tech reserves the right to decide, on a case by case basis, in its sole discretion, whether to reject such a proposal.

19. **PAYMENT:**
   **A. TO PRIME CONTRACTORS:**
   1. Invoices for items ordered, delivered and accepted shall be submitted by the Contractor directly to the payment address shown on the purchase order/contract. All invoices shall show the Virginia Tech or state contract number and/or purchase order number; social security number (for individual contractors) or the federal employer identification number (for proprietorships, partnerships, and corporations).
   2. Any payment terms requiring payment in less than 30 days will be regarded as requiring payment 30 days after invoice or delivery, whichever occurs last. This shall not affect offers of discounts for payment in less than 30 days, however.
   3. All goods or services provided under this contract or purchase order, that are to be paid for with public funds, shall be billed by the Contractor at the contract price, regardless of which public agency is being billed.
   4. The following shall be deemed to be the date of payment: the date of postmark in all cases where payment is made by mail, or the date of offset when offset proceedings have been instituted as authorized under the Virginia Debt Collection Act.
   5. Unreasonable Charges. Under certain emergency procurements and for most time and material purchases, final job costs cannot be accurately determined at the time orders are placed. In such cases, contractors should be put on notice that final payment in full is contingent on a determination of reasonableness with respect to all invoiced charges. Charges which appear to be unreasonable will be researched and challenged, and that portion of the invoice held in abeyance until a settlement can be reached. Upon determining that invoiced charges are not reasonable, the Commonwealth shall promptly notify the contractor, in writing, as to those charges which it considers unreasonable and the basis for the determination. A contractor may not institute legal action unless a settlement cannot be reached within thirty (30) days of notification. The provisions of this section do not relieve an agency of its prompt payment obligations with respect to those charges which are not in dispute (Code of Virginia, §2.2-4363).

   **B. TO SUBCONTRACTORS:**
   1. A contractor awarded a contract under this solicitation is hereby obligated:
      a. To pay the subcontractor(s) within seven (7) days of the contractor's receipt of payment from the Commonwealth for the proportionate share of the payment received for work performed by the subcontractor(s) under the contract; or
      b. To notify Virginia Tech and the subcontractor(s), in writing, of the contractor's intention to withhold payment and the reason.
      c. To pay the subcontractor(s) interest at the rate of one percent per month (unless otherwise provided under the terms of the contract) on all amounts owed by the contractor that remain unpaid seven (7) days following receipt of payment from the Commonwealth, except for amounts withheld as stated in b) above. The date of mailing of any payment by U.S. Mail is deemed to be payment to the addressee. These provisions apply to each sub-tier contractor performing under the primary contract. A contractor's obligation to pay an interest charge to a subcontractor may not be construed to be an obligation of the Commonwealth.

20. **PRECEDENCE OF TERMS:** Paragraphs 1, 2, 3, 7, 8, 9, 13, 15, 18, and 19 of these General Terms and Conditions shall apply in all instances. In the event there is a conflict between any of the other
General Terms and Conditions and any Special Terms and Conditions in this solicitation, the Special Terms and Conditions shall apply.

21. **PUBLIC NOTICE OF AWARD:** Public notice of the purchase order/contract award will be posted on the Public Information Board located in the lobby of the Virginia Tech Purchasing Department, 270 Southgate Center, Blacksburg, Virginia, if the value of the transaction is $15,000 or more. Award information may also be obtained by contacting the buyer whose name appears on the solicitation.

22. **QUALIFICATIONS OF OFFERORS:** Virginia Tech may make such reasonable investigations as deemed proper and necessary to determine the ability of the offeror to perform the work/furnish the item(s) and the offeror shall furnish to Virginia Tech all such information and data for this purpose as may be requested. Virginia Tech reserves the right to inspect offeror's physical facilities prior to award to satisfy questions regarding the offeror's capabilities. Virginia Tech further reserves the right to reject any proposal if the evidence submitted by, or investigations of, such offeror fails to satisfy Virginia Tech that such offeror is properly qualified to carry out the obligations of the contract and to complete the work/furnish the item(s) contemplated therein.

23. **TAXES:** Sales to Virginia Tech and the Commonwealth of Virginia are normally exempt from State sales tax, State sales and use tax certificates of exemption, Form ST-12, will be issued upon request. Deliveries against this contract shall be free of Federal excise and transportation taxes. The Commonwealth's excise tax exemption registration number is 54-73-0076K.

24. **TESTING AND INSPECTION:** Virginia Tech reserves the right to conduct any test/inspection it may deem advisable to assure supplies and services conform to the specification.

25. **TRANSPORTATION AND PACKAGING:** By submitting their proposals, all offerors certify and warrant that the price(s) offered are for FOB destination and include only the actual freight rate costs at the lowest and best rate and is based upon the actual weight of the goods to be shipped. Except as otherwise specified herein, standard commercial packaging, packing and shipping containers shall be used. All shipping containers shall be legibly marked or labeled on the outside with purchase order number, commodity description, and quantity.

26. **USE OF BRAND NAMES:** Unless otherwise provided in this solicitation; the name of a certain brand, make or manufacturer does not restrict offerors to the specific brand, make or manufacturer named, but conveys the general style, type, character, and quality of the article desired. Any article which Virginia Tech in its sole discretion determines to be equal of that specified, considering quality, workmanship, economy of operation, and suitability for the purpose intended, shall be accepted. The offeror is responsible to clearly and specifically indicate the product being offered and to provide sufficient descriptive literature, catalog cuts and technical detail to enable Virginia Tech to determine if the product offered meets the requirements of the solicitation. This is required even if offering the exact brand, make or manufacturer specified. Unless the offeror clearly indicates in its proposal that the product offered is an "equal" product, such proposal will be considered to offer the brand name product referenced in the solicitation.

27. **NONDISCRIMINATION OF CONTRACTORS:** An offeror or a contractor shall not be discriminated against in the solicitation or award of this contract because of race, religion, color, sex, national origin, age, or disability or against faithbased organizations. If the award of this contract is made to a faith-based organization and an individual, who applies for or receives goods, services, or disbursements provided pursuant to this contract objects to the religious character of the faith-based organization from which the individual receives or would receive the goods, services, or disbursements, the public body shall offer the individual, within a reasonable period of time after the date of his objection, access to equivalent goods, services, or disbursements from an alternative provider.

**eVA BUSINESS-TO-GOVERNMENT VENDOR REGISTRATION:** The eVA Internet electronic procurement solution, web site portal **eVA Home Page**, streamlines and automates government
purchasing activities in the Commonwealth. The portal is the gateway for vendors to conduct business with state agencies and public bodies. All vendors desiring to provide goods and/or services to Virginia Tech should participate in the eVA Internet e-procurement solution either through the eVA Basic Vendor Registration Service or eVA Premium Vendor Registration Service. Failure to register may result in the proposal being rejected.

28. PARKING PERMITS: Effective October 31, 2002, Virginia Tech Parking Services will require the purchase and display of a parking permit for all vendor/business/contractor vehicles, privately and company owned, that park on campus. The cost of the permit is the same as the faculty/staff permit. Permit options include one year, six months, three months, summer, or day. Permits are available through application at Virginia Tech Parking Services, 455 Tech Center Drive, Blacksburg, Virginia 24061. Additional information is available at http://www.parking.vt.edu\wbc.htm or by calling Parking Services at (540) 231-3200.
CONTRACT NUMBER:_______________________

This contract entered into this ___ day of ____________ 20___, by ______________________,
hereinafter called the "Contractor" and Commonwealth of Virginia, Virginia Polytechnic Institute and State
University called "Virginia Tech".

WITNESSETH that the Contractor and Virginia Tech, in consideration of the mutual covenants, promises
and agreements herein contained, agrees as follows:

SCOPE OF CONTRACT: The Contractor shall provide the Electronic Bill Presentment and Electronic
Payment Receipt Processing System to Virginia Tech as set forth in the Contract Documents.

PERIOD OF CONTRACT: From _________________________ through ________________________.

COMPENSATION AND METHOD OF PAYMENT: The Contractor shall be paid in accordance with the
contract documents.

CONTRACT DOCUMENT: The contract documents shall consist of this signed contract, Request For
Proposal Number 646436 dated January 18, 2005, together with all written modifications thereof and the
proposal submitted by the Contractor dated ________ and the Contractor’s letter dated ________, all of
which contract documents are incorporated herein.

In WITNESS WHEREOF, the parties have caused this Contract to be duly executed intending to be bound
thereby.

Contractor: Virginia Tech

By:___________________________________ By: ___________________________________
Title:_______________________________
Virginia Tech- RFP #646436 for Electronic Bill Presentment and Electronic Payment Receipt Processing System

Pricing Worksheet for Offerors

Vendor Name: ___________________________ Comments: ___________________________

Vendor Should complete all grey shaded boxes.

Bill Presentment and Payment

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<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Hosting</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Other (Please describe)</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Other (Please describe)</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>subtotal</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TRANSACTION COSTS</th>
<th>(ACH = Automated Clearing House Debits, CC= Credit Cards, DC = Debit Cards)</th>
</tr>
</thead>
</table>

**Year 1** Assumptions: Total payments = 50,000 - assume 10% by ACH, 10% CC, 5%DC; not all bills presented are viewed

| Bill presentment | $0.00 per bill 240,000 | $0.00 | $0.00 | $0.00 |
| Bill view only   | $0.00 per view 225,000 | $0.00 | $0.00 | $0.00 |
| Bill payment with ACH | $0.00 per payment 5,000 | $0.00 | $0.00 | $0.00 |
| Bill payment with Credit Card | $0.00 per payment 5,000 | $0.00 | $0.00 | $0.00 |
| Bill payment with Debit Card | $0.00 per payment 2,500 | $0.00 | $0.00 | $0.00 |
| Storage Fee for Electronic Bills | $0.00 per bill 240,000 | $0.00 | $0.00 | $0.00 |
| Daily ACH file Submission | $0.00 per submission 248 | $0.00 | $0.00 | $0.00 |
| Other (Please describe) | $0.00 | $0.00 | $0.00 | $0.00 |
| Other (Please describe) | $0.00 | $0.00 | $0.00 | $0.00 |
| subtotal | $0.00 | $0.00 | $0.00 | $0.00 |

**Year 2** Assumptions: Total payments = 50,000 - assume 15% by ACH, 20% CC, 10%DC; not all bills presented are viewed

| Bill presentment | $0.00 per bill 240,000 | $0.00 | $0.00 | $0.00 |
| Bill view only   | $0.00 per view 225,000 | $0.00 | $0.00 | $0.00 |
| Bill payment with ACH | $0.00 per payment 7,500 | $0.00 | $0.00 | $0.00 |
| Bill payment with Credit Card | $0.00 per payment 10,000 | $0.00 | $0.00 | $0.00 |
| Bill payment with Debit Card | $0.00 per payment 5,000 | $0.00 | $0.00 | $0.00 |
| Storage Fee for Electronic Bills | $0.00 per bill 240,000 | $0.00 | $0.00 | $0.00 |
| Daily ACH file Submission | $0.00 per submission 248 | $0.00 | $0.00 | $0.00 |
| Other (Please describe) | $0.00 | $0.00 | $0.00 | $0.00 |
| Other (Please describe) | $0.00 | $0.00 | $0.00 | $0.00 |
| subtotal | $0.00 | $0.00 | $0.00 | $0.00 |

**Year 3** Assumptions: Total payments = 50,000 - assume 20% by ACH, 20% CC, 10%DC; all bills presented are viewed

| Bill presentment | $0.00 per bill 240,000 | $0.00 | $0.00 | $0.00 |
| Bill view only   | $0.00 per view 225,000 | $0.00 | $0.00 | $0.00 |
| Bill payment with ACH | $0.00 per payment 10,000 | $0.00 | $0.00 | $0.00 |
| Bill payment with Credit Card | $0.00 per payment 10,000 | $0.00 | $0.00 | $0.00 |
| Bill payment with Debit Card | $0.00 per payment 5,000 | $0.00 | $0.00 | $0.00 |
| Storage Fee for Electronic Bills | $0.00 per bill 240,000 | $0.00 | $0.00 | $0.00 |
| Daily ACH file Submission | $0.00 per submission 248 | $0.00 | $0.00 | $0.00 |
| Other (Please describe) | $0.00 | $0.00 | $0.00 | $0.00 |
| Other (Please describe) | $0.00 | $0.00 | $0.00 | $0.00 |
| subtotal | $0.00 | $0.00 | $0.00 | $0.00 |

| Total - Bill Presentment and Payment | $0.00 | $0.00 | $0.00 | $0.00 |
### Payment Gateway

#### ONE-TIME COSTS (Assume all of such costs would be incurred in YEAR 1)

<table>
<thead>
<tr>
<th>Cost Description</th>
<th>Total</th>
<th>Year 1</th>
<th>Year 2</th>
<th>Year 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purchase Price</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td>One-time install/customization</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td>Cost per additional &quot;merchant&quot; or depart.</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Other (Please describe)</td>
<td>$0.00</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td>Other (Please describe)</td>
<td>$0.00</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>$0.00</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
</tr>
</tbody>
</table>

#### ANNUAL RECURRING COSTS (Assume 15 merchant/departments using the gateway)

<table>
<thead>
<tr>
<th>Cost Description</th>
<th>Total</th>
<th>Year 1</th>
<th>Year 2</th>
<th>Year 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maintenance</td>
<td>$0.00</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td>Maintenance</td>
<td>$0.00</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td>Maintenance</td>
<td>$0.00</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td>Hosting</td>
<td>$0.00</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td>Hosting</td>
<td>$0.00</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td>Other (Please describe)</td>
<td>$0.00</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td>Other (Please describe)</td>
<td>$0.00</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>$0.00</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
</tr>
</tbody>
</table>

#### TRANSACTION COSTS

(ACH = Automated Clearing House Debits, CC= Credit Cards, DC = Debit Cards)

**Year 1**

Assumptions: 15 merchants, Total payments = 5,000 - assume 10% by ACH, 70% CC, 20% DC: no bills presented

<table>
<thead>
<tr>
<th>Cost Description</th>
<th>Total</th>
<th>Year 1</th>
<th>Year 2</th>
<th>Year 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bill payment with ACH</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Bill payment with Credit Card</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Bill payment with Debit Card</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Daily ACH file Submission</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Other (Please describe)</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

**Year 2**

Assumptions: 15 merchants, Total payments = 10,000 - assume 20% by ACH, 60% CC, 20% DC: no bills presented

<table>
<thead>
<tr>
<th>Cost Description</th>
<th>Total</th>
<th>Year 1</th>
<th>Year 2</th>
<th>Year 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bill payment with ACH</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Bill payment with Credit Card</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Bill payment with Debit Card</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Daily ACH file Submission</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Other (Please describe)</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

**Year 3**

Assumptions: 15 merchants, Total payments = 15,000 - assume 20% by ACH, 60% CC, 20% DC: no bills presented

<table>
<thead>
<tr>
<th>Cost Description</th>
<th>Total</th>
<th>Year 1</th>
<th>Year 2</th>
<th>Year 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bill payment with ACH</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Bill payment with Credit Card</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Bill payment with Debit Card</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Daily ACH file Submission</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Other (Please describe)</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

### Total - Payment Gateway

<table>
<thead>
<tr>
<th>Total</th>
<th>Year 1</th>
<th>Year 2</th>
<th>Year 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>Year 1</td>
<td>Year 2</td>
</tr>
<tr>
<td>---------------</td>
<td>-------</td>
<td>--------------</td>
<td>--------------</td>
</tr>
<tr>
<td><strong>ONETIME COSTS</strong> (Assume all of such costs would be incurred in YEAR 1)**</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Purchase Price</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>One-time install/customization</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Other (Please describe)</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Other (Please describe)</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>subtotal</strong></td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>ANNUAL RECURRING COSTS</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maintenance</td>
<td>$0.00 per year Year 1</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Maintenance</td>
<td>$0.00 per year Year 2</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Hosting</td>
<td>$0.00 per year Year 1</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Hosting</td>
<td>$0.00 per year Year 2</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Other (Please describe)</td>
<td>$0.00 per year Year 1</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Other (Please describe)</td>
<td>$0.00 per year Year 2</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Other (Please describe)</td>
<td>$0.00 per year Year 3</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>subtotal</strong></td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>TRANSACTION COSTS</strong> (ACH = Automated Clearing House Debits, CC= Credit Cards, DC = Debit Cards)**</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Year 1</strong> Assumptions: Total payments = 5,000 - assume 10% by ACH, 70% CC, 20%DC; no bills presented)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Deposits with ACH</td>
<td>$0.00 per payment 500</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Deposits with Credit Card</td>
<td>$0.00 per payment 3,500</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Deposits with Debit Card</td>
<td>$0.00 per payment 1,000</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Daily ACH file Submission</td>
<td>$0.00 per submission 248</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Other (Please describe)</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Other (Please describe)</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Other (Please describe)</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>subtotal</strong></td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Year 2</strong> Assumptions: Total payments = 10,000 - assume 20% by ACH, 60% CC, 20%DC; no bills presented)**</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Deposits with ACH</td>
<td>$0.00 per payment 2,000</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Deposits with Credit Card</td>
<td>$0.00 per payment 6,000</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Deposits with Debit Card</td>
<td>$0.00 per payment 2,000</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Daily ACH file Submission</td>
<td>$0.00 per submission 248</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Other (Please describe)</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Other (Please describe)</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Other (Please describe)</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>subtotal</strong></td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Year 3</strong> Assumptions: Total payments = 15,000- assume 20% by ACH, 60% CC, 20%DC; no bills presented)**</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Deposits with ACH</td>
<td>$0.00 per payment 3,000</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Deposits with Credit Card</td>
<td>$0.00 per payment 9,000</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Deposits with Debit Card</td>
<td>$0.00 per payment 3,000</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Daily ACH file Submission</td>
<td>$0.00 per submission 248</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Other (Please describe)</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Other (Please describe)</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Other (Please describe)</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>subtotal</strong></td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Total - Diebold GSGold Campus card Deposits</strong></td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Grand Total - Bill Presentment /Gateway/Diebold Deposits</strong></td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
</tbody>
</table>
### TRANSACTION COSTS - COST TO STUDENTS/PARENTS

Assume a student pays $5,000 in charges on-line by credit card or debit card. Please list all costs to be charged to the student (not the university) for each payment method.

#### Convenience Fee Cost to Student/Parents

<table>
<thead>
<tr>
<th>Payment Method</th>
<th>Percentage</th>
<th>Flat fee</th>
<th>Other</th>
<th>Total convenience fee costs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Credit Card</td>
<td>$5,000</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td>Debit Card</td>
<td>$5,000</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
</tr>
</tbody>
</table>

#### Optional Service - Cost to Print, Stuff and Mail Paper Bills

**ONE-TIME COSTS** (Assume all of such costs would be incurred in YEAR 1)

<table>
<thead>
<tr>
<th>Cost Description</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purchase Price</td>
<td>$0.00</td>
</tr>
<tr>
<td>One-time install/customization costs</td>
<td>$0.00</td>
</tr>
<tr>
<td>Other</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>$0.00</td>
</tr>
</tbody>
</table>

**ANNUAL RECURRING COSTS**

<table>
<thead>
<tr>
<th>Cost Description</th>
<th>Cost (per year)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maintenance</td>
<td>$0.00</td>
</tr>
<tr>
<td>Maintenance (Year 2)</td>
<td>$0.00</td>
</tr>
<tr>
<td>Hosting</td>
<td>$0.00</td>
</tr>
<tr>
<td>Hosting (Year 3)</td>
<td>$0.00</td>
</tr>
<tr>
<td>Other (Please describe)</td>
<td>$0.00</td>
</tr>
<tr>
<td>Other (Year 2)</td>
<td>$0.00</td>
</tr>
<tr>
<td>Other (Year 3)</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>$0.00</td>
</tr>
</tbody>
</table>

**TRANSACTION COSTS**

**Year 1**

<table>
<thead>
<tr>
<th>Cost Description</th>
<th>Cost (per bill)</th>
<th>Quantity</th>
<th>Cost (Total)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print, Mail Paper Bills</td>
<td>$0.00</td>
<td>240,000</td>
<td>$0.00</td>
</tr>
<tr>
<td>Other (Please describe)</td>
<td>$0.00</td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td>Other (Please describe)</td>
<td>$0.00</td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>$0.00</td>
<td></td>
<td>$0.00</td>
</tr>
</tbody>
</table>

**Year 2**

<table>
<thead>
<tr>
<th>Cost Description</th>
<th>Cost (per bill)</th>
<th>Quantity</th>
<th>Cost (Total)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print, Mail Paper Bills</td>
<td>$0.00</td>
<td>100,000</td>
<td>$0.00</td>
</tr>
<tr>
<td>Other (Please describe)</td>
<td>$0.00</td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td>Other (Please describe)</td>
<td>$0.00</td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>$0.00</td>
<td></td>
<td>$0.00</td>
</tr>
</tbody>
</table>

**Year 3**

<table>
<thead>
<tr>
<th>Cost Description</th>
<th>Cost (per bill)</th>
<th>Quantity</th>
<th>Cost (Total)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print, Mail Paper Bills</td>
<td>$0.00</td>
<td>50,000</td>
<td>$0.00</td>
</tr>
<tr>
<td>Other (Please describe)</td>
<td>$0.00</td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td>Other (Please describe)</td>
<td>$0.00</td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>$0.00</td>
<td></td>
<td>$0.00</td>
</tr>
</tbody>
</table>

**Optional Total - Print, Mail, & Stuff Paper Bills**

<table>
<thead>
<tr>
<th>Cost Description</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td></td>
<td>$0.00</td>
</tr>
</tbody>
</table>
**STATEMENT/ORIGINAL INVOICE FOR CURRENT CHARGES**

<table>
<thead>
<tr>
<th>Account Number</th>
<th>Statement Date</th>
<th>Due Date</th>
<th>Amount Due</th>
</tr>
</thead>
</table>

**Account Summary**

<table>
<thead>
<tr>
<th>Previous Balance *</th>
<th>Charges</th>
<th>Pending Credits</th>
<th>Payments</th>
<th>= Account Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td>127.00</td>
<td>1.85</td>
<td>0.00</td>
<td>0.00</td>
<td>128.85</td>
</tr>
</tbody>
</table>

**Monthly Account Activity**

<table>
<thead>
<tr>
<th>Reference #</th>
<th>Term / Item Date</th>
<th>Description</th>
<th>Charges</th>
<th>Pending Credits</th>
<th>Payments</th>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>14-DEC-2004</td>
<td>Finance Charge</td>
<td>1.85</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Finance Charges** will be assessed monthly at 1 1/2% of the unpaid billed balance for charges not paid by the due date. For questions concerning finance charges, please visit our website at www.bursar.vt.edu.

---

**Virginia State law requires that we make every attempt to collect past due amounts owed to state agencies.** If your payment in full is not received in our office by the due date above, your account will be placed with a collection agency and you will be responsible for any collection costs incurred at a rate of one third of the total due.

If your account is returned unpaid by the collection agency, the following actions may then be taken:

1. Credit Reporting: your account will be listed by a credit bureau as a bad debt.
2. Debt Set Off: if you are a Virginia resident, your delinquent account can be collected in full from income tax refunds or other refunds due you from the state.
3. Attorney General: your account may be turned over to the Virginia Attorney General’s Office for litigation.

Help us to avoid this action by sending us your payment today. If you have questions regarding this procedure, please contact this office immediately.

---

**QUESTIONS RELATED TO THIS STATEMENT SHOULD BE DIRECTED TO THE OFFICE OF THE UNIVERSITY BURSAR, UNLESS OTHERWISE INSTRUCTED.**

**RETURN BOTTOM PORTION OF STATEMENT WITH YOUR PAYMENT**

---

**Account Number** | **Statement Date** | **Due Date** | **Amount Due** | **Amount Paid**
|-------------------|-------------------|--------------|----------------|----------------|

3399999999999900000128855

Example Customer #1  
1800 Example RD  
Example KY 40342-9009

**Remit payment to:**

Virginia Tech  
Payment Processing Center  
PO Box 7620  
Merrifield, VA 22116-7620  
Federal ID# 54-6001805
Statement Date
15-DEC-2004

Amount Due
128.85

Example Customer #1
1800 Example RD
Example KY 40342-9009

PREV_BALANCE
127.00

CHARGES
1.85

CREDITS
0.00

PAYMENTS
0.00

CURRENT
1.85

PASTDUE_1
1.85

PASTDUE_2
2.15

PASTDUE_3
123.00

BALANCE
128.85
Finance Charge

1.85

Our records indicate that your account is now seriously past due, and you have not responded to our requests for payment.

Virginia State law requires that we make every attempt to collect past due amounts owed to state agencies. If your payment in full is not received in our office by the due date above, your account will be placed with a collection agency and you will be responsible for any collection costs incurred at a rate of one third of the total due.

If your account is returned unpaid by the collection agency,
the following actions may then be taken:

1. Credit Reporting: your account will be listed by a credit bureau as a bad debt.

2. Debt Set Off: if you are a Virginia resident, your delinquent account can be collected in full from income tax refunds or other refunds due you from the state.

3. Attorney General: your account may be turned over to the Virginia Attorney General's Office for litigation.

Help us to avoid this action by sending us your payment today. If you have questions regarding this procedure, please contact this office immediately.
% !PS-Adobe
/doclevel save def
% JetForm Standard PostScript Routines
save /ind_dc { 72 mul 1000000 div } bind def /un { 72 mul 1000 div } bind def
/shad_pat { 1000 div } bind def /ind_color { 1000 div } bind def
/vect {/ri exch def /rt exch def /ry2 exch def /rx2 exch def /ry1 exch def /rx1 exch def /ry1 ry1 neg def /ry2 ry2 neg def ri setgray rt setlinewidth newpath
rx1 ry1 moveto rx2 ry2 lineto stroke 0 setgray} def
/vect_c {/rrb exch def /rrg exch def /rrr exch def /rt exch def /ry2 exch def /rx2 exch def /ry1 exch def /rx1 exch def /ry1 ry1 neg def /ry2 ry2 neg def rrr rr rrb setrgbcolor rt setlinewidth newpath rx1 ry1 moveto rx2 ry2 lineto stroke 0 setgray} def
/rect_bord {/rs exch def /rt exch def /rh exch def /rw exch def /ry exch def /rx exch def /ry ry neg def rs setgray rt setlinewidth newpath
rx rc add ry moveto rw 0 rlineto 0 rh neg rlineto rw neg 0 rlineto closepath stroke 0 setgray} def
/rect_bord_c {/rrb exch def /rrg exch def /rrr exch def /rt exch def /rh exch def /rw exch def /ry exch def /rx exch def /ry ry neg def rrr rr rrb setrgbcolor rt setlinewidth newpath rx rc add ry moveto rw 0 rlineto 0 rh neg rlineto rw neg 0 rlineto closepath stroke 0 setgray} def
/rect_shad {/rs exch def /rt exch def /rh exch def /rw exch def /ry exch def /rx exch def /ry ry neg def rs setgray newpath
rx rc add ry moveto rw 0 rlineto 0 rh neg rlineto closepath fill 0 setgray} def
/rect_shad_c {/rrb exch def /rrg exch def /rrr exch def /rt exch def /rh exch def /rw exch def /ry exch def /rx exch def /ry ry neg def rrr rr rrb setrgbcolor newpath
rx rc add ry moveto rw 0 rlineto 0 rh neg rlineto closepath fill 0 setgray} def
/circle_bord {/rs exch def /rt exch def /rr exch def /ry exch def /rx exch def /ry ry neg def rs setgray newpath
rx rc add ry moveto rr 0 360 arc stroke 0 setgray} def
/circle_bord_c {/rrb exch def /rrg exch def /rrr exch def /rt exch def /rr exch def /rx exch def /ry exch def /rx rx neg def rrr rr rrb setrgbcolor newpath
rx rc add ry moveto rr 0 360 arc stroke 0 setgray} def
dup 70 /F put
dup 71 /G put
dup 72 /H put
dup 73 /I put
dup 74 /J put
dup 75 /K put
dup 76 /L put
dup 77 /M put
dup 78 /N put
dup 79 /O put
dup 80 /P put
dup 81 /Q put
dup 82 /R put
dup 83 /S put
dup 84 /T put
dup 85 /U put
dup 86 /V put
dup 87 /W put
dup 88 /X put
dup 89 /Y put
dup 90 /Z put
dup 91 /bracketleft put
dup 92 /backslash put
dup 93 /bracketright put
dup 94 /asciicircum put
dup 95 /underscore put
dup 96 /quoteleft put
dup 97 /a put
dup 98 /b put
dup 99 /c put
dup 100 /d put
dup 101 /e put
dup 102 /f put
dup 103 /g put
dup 104 /h put
dup 105 /i put
dup 106 /j put
dup 107 /k put
dup 108 /l put
dup 109 /m put
dup 110 /n put
dup 111 /o put
dup 112 /p put
dup 113 /q put
dup 114 /r put
dup 115 /s put
dup 116 /t put
dup 117 /u put
dup 118 /v put
dup 119 /w put
dup 120 /x put
dup 121 /y put
dup 122 /z put
dup 123 /braceleft put
dup 124 /bar put
dup 125 /braceright put
dup 126 /tilde put
dup 102 /f put
dup 103 /g put
dup 104 /h put
dup 105 /i put
dup 106 /j put
dup 107 /k put
dup 108 /l put
dup 109 /m put
dup 110 /n put
dup 111 /o put
dup 112 /p put
dup 113 /q put
dup 114 /r put
dup 115 /s put
dup 116 /t put
dup 117 /u put
dup 118 /v put
dup 119 /w put
dup 120 /x put
dup 121 /y put
dup 122 /z put
dup 123 /braceleft put
dup 124 /bar put
dup 125 /braceright put
dup 126 /tilde put
dup 126 /section put
dup 165 /yen put
dup 167 /section put
dup 168 /diersis put
dup 169 /quotesingle put
dup 170 /quotedblleft put
dup 178 /dagger put
dup 180 /acute put
dup 181 /altm put
dup 183 /bullet put
dup 186 /quotedblright put
dup 193 /grave put
dup 194 /grouperase put
dup 195 /circumflex put
dup 196 /Adiersis put
dup 197 /Aring put
dup 198 /AE put
dup 203 /cedilla put
dup 206 /IJ put
dup 207 /ij put
dup 209 /Ntilde put
dup 210 /longvertical put
dup 211 /erase put
dup 212 /discunderline put
dup 214 /Odiersis put
dup 216 /Oslash put
dup 220 /Odiersis put
dup 223 /germandbls put
dup 229 /aring put
dup 230 /ae put
dup 248 /oslash put
(Account Number) show

(Amount Paid) show

(Due Date) show

(*Make) show

(checks) show

(payable) show

(to) show

(Virginia) show

(Tech) show

(Federal ID# 54-6001805) show

(Remit payment to:) show

(Merrifield, VA 22116-7620) show
VIRGINIA POLYTECHNIC INSTITUTE
AND STATE UNIVERSITY

http://www.bursar.vt.edu

Office of the University Bursar - Accounts Receivable
Office: (540) 231-6277
(150 Student Services Building \(0143\), Blacksburg, Virginia 24061)
> def
gsave 236220 ind_dc 0 ind_dc neg translate 0 rotate 1200000 ind_dc 538000 ind_dc scale 360 161 1 [360 0 0 -161 0 0] {Logodata} image
grestore /Logodata 1 def
(PLEASE RETURN BOTTOM PORTION OF PAGE 1) show

(WITH YOUR PAYMENT) show

(THANK YOU!) show

(Continued from Previous Page) show
(Account Number) show
(Due Date) show
(Amount Due) show
(STATEMENT/ORIGINAL INVOICE FOR CURRENT CHARGES) show

>> def /jetmacro_5 {jetform_5 execform} bind def
/jetmacro_6 << /FormType 1 /BBox [0 1100000 neg ind_dc 8500000 ind_dc 0] /Matrix [1 0 0 1 0 0] /PaintProc {
pop
/jetmacro_1 {2009838 ind_dc 238188 ind_dc 980313 ind_dc 153563 ind_dc 3937 ind_dc 900 shad_pat rect_shad} bind def
} def
null
(0 Days Past Due) show
(1-30 Days Past Due) show
(31-60 Days Past Due) show
(Over 60 Days Past Due) show
(Charges) show
(Pending Credits) show
(Previous Balance *) show
(= Account Balance) show

/ind-Helvetica-Oblique findfont 6.000 scalefont setfont
(*Previous Balance equals Account Balance plus Pending Credits from your last statement*) show

/*Helvetica findfont 8.000 scalefont setfont
139 -20 moveto
0 ind_color setgray
(+) show
*/Helvetica-Bold findfont 9.000 scalefont setfont
45 -8 moveto
0 ind_color setgray
(Account Summary) show
} bind def
ind_macro_1
}
}
>> def /jetmacro_9 {jetform_9 execform} bind def
/jetform_10 <<
/FormType 1
/BBox [0 11000000 neg ind_dc 850000 ind_dc 0]
/Matrix [1 0 0 1 0 0]
/PaintProc {
pop
ind_macro_1 {
631888 ind_dc 159448 ind_dc 6925183 ind_dc 153543 ind_dc 3937 ind_dc 900
shad_pat rect_shad
[]} 0 setdash
629920 ind_dc 157480 ind_dc 7559040 ind_dc 157480 ind_dc 7874 ind_dc 0 ind_color
vect
[]} 0 setdash
/*Helvetica findfont 8.000 scalefont setfont
178 -20 moveto
0 ind_color setgray
(Charges) show
266 -21 moveto
0 ind_color setgray
(Pending Credits) show
57 -20 moveto
0 ind_color setgray
(Previous Balance *) show
139 -20 moveto
0 ind_color setgray
(+) show
242 -20 moveto
0 ind_color setgray
(-) show
376 -20 moveto

0 ind_color setgray
(Payments) show
469 -20 moveto
0 ind_color setgray
(Account Balance) show
344 -20 moveto
0 ind_color setgray
(-) show
445 -20 moveto
0 ind_color setgray
(=) show
*/Helvetica-Oblique findfont 6.000 scalefont setfont
(Finance) show

(Charges) show

(will) show

(be) show

(assessed) show

(monthly) show

(at) show

(1) show

(1/2%) show

(of) show

(unpaid) show

(billed) show
(balance) show

322 -7 moveto
0 ind_color setgray
(for) show
334 -7 moveto
0 ind_color setgray
(charges) show
364 -7 moveto
0 ind_color setgray
(not) show
378 -7 moveto
0 ind_color setgray
(paid) show
396 -7 moveto
0 ind_color setgray
(by) show
406 -7 moveto
0 ind_color setgray
(the) show
420 -7 moveto
0 ind_color setgray
(dues) show
436 -7 moveto
0 ind_color setgray
(date) show
458 -7 moveto
0 ind_color setgray
(For) show
473 -7 moveto
0 ind_color setgray
(questions) show
26 -14 moveto
0 ind_color setgray
(concerning finance charges, please visit our website at www.bursar.vt.edu.) show
)
bind def
ind_macro_1
)
>> def /jetmacro_22 {jetform_22 execform} bind def
/jetform_23 <<
/FormType 1
/BBox [0 11000000 neg ind_dc 8500000 ind_dc 0]
/Matrix [1 0 0 1 0 0]
/PaintProc {
pop
/ind_macro_1 {1
/ind-Helvetica-Bold findfont 8.000 scalefont setfont
26 -7 moveto
0 ind_color setgray
(A) show
34 -7 moveto
0 ind_color setgray
(Late) show
53 -7 moveto
0 ind_color setgray
(Payment) show
(Fee) show
(of) show
($50) show
(will) show
(be) show
(assessed) show
(on) show
(tuition) show
(and) show
(fees,) show
(room) show
(and) show
(charges) show
(not) show
(paid) show
(in) show
(full) show

(by) show
415 -7 moveto
0 ind_color setgray
(the) show
428 -7 moveto
0 ind_color setgray
(statement) show
466 -7 moveto
0 ind_color setgray
( due) show
482 -7 moveto
0 ind_color setgray
(date.) show

/ind-Helvetica-Bold findfont 8.000 scalefont setfont
26 -14 moveto
0 ind_color setgray
(Finance) show
58 -14 moveto
0 ind_color setgray
(Charges) show
/ind-Helvetica findfont 8.000 scalefont setfont
93 -14 moveto
0 ind_color setgray
(will) show
107 -14 moveto
0 ind_color setgray
(be) show
118 -14 moveto
0 ind_color setgray
(assessed) show
154 -14 moveto
0 ind_color setgray
(monthly) show
185 -14 moveto
0 ind_color setgray
(at) show
194 -14 moveto
0 ind_color setgray
(1) show
200 -14 moveto
0 ind_color setgray
(1/2%) show
221 -14 moveto
0 ind_color setgray
(of) show
230 -14 moveto
0 ind_color setgray
(the) show
244 -14 moveto
0 ind_color setgray
(unpaid) show
270 -14 moveto
0 ind_color setgray
(billed) show
291 -14 moveto
0 ind_color setgray
(balance) show
322 -14 moveto
0 ind_color setgray
(for) show
334 -14 moveto
0 ind_color setgray
(charges) show
364 -14 moveto
0 ind_color setgray
(not) show
378 -14 moveto
0 ind_color setgray
(paid) show
396 -14 moveto
0 ind_color setgray
(by) show
406 -14 moveto
0 ind_color setgray
(the) show
420 -14 moveto
0 ind_color setgray
(due) show
436 -14 moveto
0 ind_color setgray
(date.) show
458 -14 moveto
0 ind_color setgray
(For) show
473 -14 moveto
0 ind_color setgray
(questions) show
26 -21 moveto
0 ind_color setgray
(concerning finance charges and late fees, please visit our website at www.bursar.vt.edu.) show
} bind def
ind_macro_1
}
>> def /jetmacro_23 {jetform_23 execform} bind def
/jetform_24 <<
/FormType 1
/BBox [0 11000000 neg ind_dc 8500000 ind_dc 0]
/Matrix [1 0 0 1 0 0]
/PaintProc {
pop

/ind_macro_1 {
/ind-Helvetica-Bold findfont 8.000 scalefont setfont
65 -7 moveto
0 ind_color setgray
(This) show
84 -7 moveto
0 ind_color setgray
(is) show
93 -7 moveto
0 ind_color setgray
(an) show
105 -7 moveto

(estimated) show
(Financial) show
(Aid) show
(credit.) show

(This) show
(amount) show
(may) show
(be) show
(changed) show
(or) show
(cancelled) show
(subject) show
(to) show
(your) show
(fulfilling) show
(all) show
(necessary) show

(responsibilities with the Office of Financial Aid. You will be responsible for any remaining balances should this credit not be) show
(Note E) show

(This) show

(amount) show

(may) show

(be) show

(subject) show

(to) show

(change) show

(cancellation) show

(based) show

(upon) show

(payment) show
You will be responsible for any amount not paid by the sponsor/payor. Please contact the Office of the University Bursar at the following numbers for questions related to credits. For credits other than the Budget Tuition Plan, please call \(540\) 231-6277. For questions concerning the BTP Credit Memo Amt Remaining, please call \(540\) 231-9316.

Notice of Right to
Refuse show
(or) show
(Reduce) show
(Loan.) show
(A) show
(federal) show
(loan) show
(Stafford) show
(subsidized) show
(Stafford) show
(unsubsidized,) show
(Perkins,) show
(Loan,) show
(was credited to your Virginia Tech account during the past billing cycle. Federal regulations dictate that we offer you an) show
(opportunity ending 14 days from the date of this bill to refuse all or part of such a loan. Should you refuse, or reduce your) show
(loan, you may owe money to Virginia Tech. You may request a change in your loan by emailing finaid@vt.edu.) show
/ind-Helvetica-Bold findfont 10.000 scalefont setfont
27 -10 moveto
0 ind_color setgray
(Note L) show
} bind def
ind_macrop_1
}
} bind def
/ind_macro_1 {
} bind def
ind_macro_1
}
} bind def
/ind-Helvetica findfont 8.000 scalefont setfont
237 -12 moveto
0 ind_color setgray
(Continued on Next Page) show
/ind-Helvetica-Bold findfont 6.000 scalefont setfont
57 -22 moveto
0 ind_color setgray
(QUESTIONS RELATED TO THIS STATEMENT SHOULD BE DIRECTED TO THE OFFICE OF THE UNIVERSITY BURSAR, UNLESS OTHERWISE INSTRUCTED.) show
} bind def
ind_macro_1
}
} bind def
/ind-Helvetica-Bold findfont 6.000 scalefont setfont
57 -23 moveto
0 ind_color setgray
(QUESTIONS RELATED TO THIS STATEMENT SHOULD BE DIRECTED TO THE OFFICE OF THE UNIVERSITY BURSAR, UNLESS OTHERWISE INSTRUCTED.) show
)
bind def
ind_macro_1
)
>> def /jetmacro_29 {//jetform_29 execform} bind def
userdict /letter known{{userdict begin letter end}stopped{end}if}if statusdict
/lettertray known{{statusdict begin lettertray end}stopped{end}if}if mark statusdict /setpapertray known{{statusdict begin 0 setpapertray end}stopped{end}if}if cleartomark
save
17 774 translate
jetmacro_1
/ind-Helvetica-Bold findfont 10.000 scalefont setfont
/ind_txt_height 166666 ind_dc def
0 ind_txt_height .75 mul neg moveto
113 un -3 un neg moveto
gsave
113 un -3 un neg translate
jetmacro_3
grestore
/ind-Helvetica-Bold findfont 10.000 scalefont setfont
/ind_txt_height 166666 ind_dc def
0 ind_txt_height .75 mul neg moveto
/ind-Helvetica-Bold findfont 9.000 scalefont setfont
0.000 0.000 0.000 setrgbcolor
4893 un 8578 un neg moveto
(Amount Due) show
/ind-Helvetica findfont 9.000 scalefont setfont
5075 un 8791 un neg moveto
(128.85) show
/ind-OCR-W1 findfont 10.000 scalefont setfont
2987 un 9272 un neg moveto
(33999999999900000128855) show
/ind-Helvetica findfont 10.000 scalefont setfont
939 un 9745 un neg moveto
(Example Customer #1) show
939 un 9902 un neg moveto
(1800 Example RD) show
939 un 10060 un neg moveto
(Example KY 40342-9009) show
113 un 784 un neg moveto
/ind-Helvetica-Bold findfont 9.000 scalefont setfont
1896 un 8578 un neg moveto
(Statement Date) show
/ind-Helvetica findfont 9.000 scalefont setfont
641 un 8791 un neg moveto
(9999-99999) show
1970 un 8791 un neg moveto
(15-DEC-2004) show
3402 un 8791 un neg moveto
(10-JAN-2005) show
113 un 784 un neg moveto
gsave
113 un 784 un neg translate
jetmacro_5
grestore
(128.85) show
113 un 1335 un neg moveto

/ind-Helvetica-Bold findfont 8.000 scalefont setfont
3154 un 1140 un neg moveto
(15-DEC-2004) show
4701 un 1140 un neg moveto
(10-JAN-2005) show
113 un 1335 un neg moveto
gsave
113 un 1335 un neg translate
jetmacro_9
grestore
grestore

/ind-Helvetica-Bold findfont 10.000 scalefont setfont
1426 un 1426 un neg moveto
(9999-99999) show
5512 un 1140 un neg moveto
(127.00) show
2678 un 1770 un neg moveto
(1.85) show
4095 un 1781 un neg moveto
(0.00) show
1221 un 2085 un neg moveto
(1.85) show
2678 un 2085 un neg moveto
(1.85) show
4095 un 2085 un neg moveto
(2.15) show
5450 un 2085 un neg moveto
(123.00) show
6867 un 1928 un neg moveto
(128.85) show
113 un 2201 un neg moveto
113 un 2201 un neg moveto
gsave
113 un 2201 un neg translate
jetmacro_16
grestore
grestore

/ind-Helvetica-Bold findfont 10.000 scalefont setfont
349 un 2317 un neg moveto
(Monthly Account Activity) show
113 un 2555 un neg moveto

(1.85) show
4095 un 1781 un neg moveto
(0.00) show
1221 un 2085 un neg moveto
(1.85) show
2678 un 2085 un neg moveto
(1.85) show
4095 un 2085 un neg moveto
(2.15) show
5450 un 2085 un neg moveto
(123.00) show
6867 un 1928 un neg moveto
(128.85) show
113 un 2201 un neg moveto
113 un 2201 un neg moveto
gsave
113 un 2201 un neg translate
jetmacro_16
grestore
grestore

/ind-Helvetica-Bold findfont 10.000 scalefont setfont
349 un 2317 un neg moveto
(Monthly Account Activity) show
113 un 2555 un neg moveto
(14-DEC-2004) show
(Finance Charge) show
(1.85) show
gsave
113 un 2692 un neg moveto
113 un 2692 un neg translate
jetmacro_19
grestore
/indHelvetica-Bold findfont 10.000 scalefont setfont
/ind txt height 166666 ind dc def
0 ind txt height .75 mul neg moveto
gsave
113 un 2770 un neg moveto
113 un 2770 un neg translate
jetmacro_21
grestore
/indHelvetica-Bold findfont 10.000 scalefont setfont
/ind txt height 166666 ind dc def
0 ind txt height .75 mul neg moveto
gsave
113 un 3162 un neg moveto
113 un 3162 un neg translate
jetmacro_27
grestore
/indHelvetica-Bold findfont 10.000 scalefont setfont
/ind txt height 166666 ind dc def
0 ind txt height .75 mul neg moveto
/ind-Courier-Bold findfont 9.000 scalefont setfont
0.000 0.000 0.000 setrgbcolor
(Our records indicate that your account is now seriously past) show
(due, and you have not responded to our requests for payment.) show
(Virginia State law requires that we make every attempt to) show
(payment in full is not received in our office by the due) show
113 un 3870 un neg moveto
gsave
113 un 3870 un neg translate
jetmacro_27
grestore
/ind-Helvetica-Bold findfont 10.000 scalefont setfont
/ind_txt_height 166666 ind_dc def
0 ind_txt_height .75 mul neg moveto
/ind-Courier-Bold findfont 9.000 scalefont setfont
0.000 0.000 0.000 setrgbcolor
1727 un 4002 un neg moveto
(date above, your account will be placed with a collection) show
113 un 3988 un neg moveto
gsave
113 un 3988 un neg translate
jetmacro_27
grestore
/ind-Helvetica-Bold findfont 10.000 scalefont setfont
/ind_txt_height 166666 ind_dc def
0 ind_txt_height .75 mul neg moveto
/ind-Courier-Bold findfont 9.000 scalefont setfont
0.000 0.000 0.000 setrgbcolor
1727 un 4120 un neg moveto
(agency and you will be responsible for any collection costs) show
113 un 4106 un neg moveto
gsave
113 un 4106 un neg translate
jetmacro_27
grestore
/ind-Helvetica-Bold findfont 10.000 scalefont setfont
/ind_txt_height 166666 ind_dc def
0 ind_txt_height .75 mul neg moveto
/ind-Courier-Bold findfont 9.000 scalefont setfont
0.000 0.000 0.000 setrgbcolor
1727 un 4238 un neg moveto
(incurred at a rate of one third of the total due.) show
113 un 4224 un neg moveto
gsave
113 un 4224 un neg translate
jetmacro_27
grestore
/ind-Helvetica-Bold findfont 10.000 scalefont setfont
/ind_txt_height 166666 ind_dc def
0 ind_txt_height .75 mul neg moveto
/ind-Courier-Bold findfont 9.000 scalefont setfont
0.000 0.000 0.000 setrgbcolor
1727 un 4342 un neg moveto
(If your account is returned unpaid by the collection agency,) show
113 un 4474 un neg moveto
(the following actions may then be taken:)

1. Credit Reporting: your account will be listed by a credit bureau as a bad debt.

2. Debt Set Off: if you are a Virginia resident, your

(delinquent account can be collected in full from income tax) show

(refunds or other refunds due you from the state.) show

(3. Attorney General: your account may be turned over to) show

(the Virginia Attorney General's Office for litigation.) show
(Help us to avoid this action by sending us your payment) show

(today. If you have questions regarding this procedure,) show

(please contact this office immediately.) show


STATEMENT/ORIGINAL INVOICE FOR CURRENT CHARGES

<table>
<thead>
<tr>
<th>Account Number</th>
<th>Statement Date</th>
<th>Due Date</th>
<th>Amount Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>9999-99999</td>
<td>15-DEC-2004</td>
<td>10-JAN-2005</td>
<td>0.00</td>
</tr>
</tbody>
</table>

Account Summary

<table>
<thead>
<tr>
<th>Previous Balance *</th>
<th>Charges</th>
<th>Pending Credits</th>
<th>Payments</th>
<th>=</th>
<th>Account Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.00</td>
<td>10,335.50</td>
<td>10,375.00</td>
<td>5,666.00</td>
<td>5,705.50 CR</td>
<td></td>
</tr>
</tbody>
</table>

Monthly Account Activity

<table>
<thead>
<tr>
<th>Reference #</th>
<th>Term / Item Date</th>
<th>Description</th>
<th>Charges</th>
<th>Pending Credits</th>
<th>Payments</th>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spring 2005</td>
<td>Housing, Spring Semester</td>
<td>1,008.00</td>
<td></td>
<td></td>
<td></td>
<td>E</td>
</tr>
<tr>
<td>Spring 2005</td>
<td>Meal Plan, Spring Semester</td>
<td>1,037.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Spring 2005</td>
<td>Federal Perkins Loan Fund</td>
<td>116.00</td>
<td></td>
<td></td>
<td></td>
<td>E</td>
</tr>
<tr>
<td>Spring 2005</td>
<td>Bus Fee, Spring</td>
<td>37.50</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Spring 2005</td>
<td>Health Fee, Spring</td>
<td>120.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Spring 2005</td>
<td>Capital Fee, Spring</td>
<td>25.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Spring 2005</td>
<td>UG Out-of-State Tu, Spring</td>
<td>7,603.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Spring 2005</td>
<td>Academic Fee, Spring</td>
<td>137.50</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Spring 2005</td>
<td>Rec Sports Fee, Spring</td>
<td>75.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Spring 2005</td>
<td>Student Activity Fee, Spring</td>
<td>115.50</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Spring 2005</td>
<td>Technology Fee, Spring</td>
<td>19.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Spring 2005</td>
<td>Student Services Fee, Spring</td>
<td>42.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Spring 2005</td>
<td>Air Force ROTC</td>
<td>7,500.00</td>
<td></td>
<td></td>
<td></td>
<td>M</td>
</tr>
<tr>
<td>Spring 2005</td>
<td>WVTG2 Virginia Tech Grant</td>
<td>1,050.00</td>
<td></td>
<td></td>
<td></td>
<td>E</td>
</tr>
<tr>
<td>13-DEC-2004</td>
<td>Air Force ROTC</td>
<td>1,000.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>14-DEC-2004</td>
<td>Fed Ford Direct Sub Loan</td>
<td>7,500.00</td>
<td></td>
<td></td>
<td>1,834.00 CR</td>
<td>L</td>
</tr>
</tbody>
</table>

Note L - Notice of Right to Refuse or Reduce Loan. A federal loan (Stafford subsidized or unsubsidized, Perkins, or Parent Loan) was credited to your Virginia Tech account during the past billing cycle. Federal regulations dictate that we offer you an opportunity ending 14 days from the date of this bill to refuse all or part of such a loan. Should you refuse, or reduce your loan, you may owe money to Virginia Tech. You may request a change in your loan by emailing finaid@vt.edu.

Note E - This is an estimated Financial Aid credit. This amount may be changed or cancelled subject to your fulfilling all necessary responsibilities with the Office of Financial Aid. You will be responsible for any remaining balances should this credit not be applied. For questions related to this, please call the Office of Financial Aid at (540) 231-5179.

Note M - This amount may be subject to change or cancellation based upon payment by the sponsor/payor. You will be responsible for any amount not paid by the sponsor/payor. Please contact the Office of the University Bursar at the following numbers for questions related to credits. For credits other than the Budget Tuition Plan, please call (540) 231-9316.

A Late Payment Fee of $50 will be assessed on tuition and fees, room and board charges not paid in full by the statement due date. Finance Charges will be assessed monthly at 1 1/2% of the unpaid billed balance for charges not paid by the due date. For questions concerning finance charges and late fees, please visit our website at www.bursar.vt.edu.

Continued on Next Page

QUESTIONS RELATED TO THIS STATEMENT SHOULD BE DIRECTED TO THE OFFICE OF THE UNIVERSITY BURSAR, UNLESS OTHERWISE INSTRUCTED.

RETURN BOTTOM PORTION OF STATEMENT WITH YOUR PAYMENT

<table>
<thead>
<tr>
<th>Account Number</th>
<th>Statement Date</th>
<th>Due Date</th>
<th>Amount Due</th>
<th>Amount Paid</th>
</tr>
</thead>
<tbody>
<tr>
<td>9999-99999</td>
<td>15-DEC-2004</td>
<td>10-JAN-2005</td>
<td>0.00</td>
<td></td>
</tr>
</tbody>
</table>

339999999999000000000001

Remit payment to: Virginia Tech
Payment Processing Center
PO Box 7620
Merrifield, VA 22116-7620
Federal ID# 54-6001805

Example Customer #2
19817 Example WAY
Example MD 20874
Any charges unpaid by the statement due date will result in a hold on your account and prevent registration activity.

Excess Federal Financial Aid will not automatically apply to unpaid charges from a previous term, or to miscellaneous charges, unless you have completed a Federal Financial Aid Release Form. You may access this form at www.bursar.vt.edu.

REMINDER: Students must reapply for financial aid each year. The 2005-06 deadline is 3/11/05. See NEWS at www.finaid.vt.edu.
Statement Date
15-DEC-2004
DUE DATE
10-JAN-2005

Amount Due
0.00

Example Customer #2
19817 Example WAY
Example MD 20874

Spring 2005
Housing, Spring Semester

1,008.00
Meal Plan, Spring Semester

Federal Perkins Loan Fund

Athletic Fee, Spring

Bus Fee, Spring

Health Fee, Spring

Capital Fee, Spring

UG Out-of-State Tui, Spring
Spring 2005
Academic Fee, Spring
137.50

Rec Sports Fee, Spring
75.00

Student Activity Fee, Spring
115.50

Technology Fee, Spring
19.00

Student Services Fee, Spring
42.00

Air Force ROTC
7,500.00

WVTG2 Virginia Tech Grant

1,050.00
^field NOTICE
E
^field NEXT_SECTION
^subform DET_AL
^field TERM_ITEM_DATE
13-DEC-2004
^field DESC
Air Force ROTC
^field PAYMENT_AMT
7,500.00
^field NEXT_SECTION
^subform DET_AL
^field TERM_ITEM_DATE
14-DEC-2004
^field DESC
Fed Ford Direct Sub Loan
^field PAYMENT_AMT
1,834.00
^field PAYMENT_AMT_CR
CR
^field NOTICE
L
^field NEXT_SECTION
^subform DET_AE
^field NEXT_SECTION
^subform DET_S2
^field NEXT_SECTION
^subform DET_NL
^field NEXT_SECTION
^subform DET_S2
^field NEXT_SECTION
^subform DET_NE
^field NEXT_SECTION
^subform DET_S2
^field NEXT_SECTION
^subform DET_NM
^field NEXT_SECTION
^subform DET_S2
^field NEXT_SECTION
^subform DET_BMLF
^field NEXT_SECTION
^subform DET_S2
^field NEXT_SECTION
^subform DET_S2
^field NEXT_SECTION
^subform DET_S2
^field NEXT_SECTION
^subform DET_S1
^field NEXT_SECTION
^subform DET_NP
^field NEXT_SECTION
^page 2
^field NEXT_SECTION
^subform PGX
^field PAGE_NUMBER
PAGE 2
^field NEXT_SECTION
^position relative 0 0.2 cm
Any charges unpaid by the statement due date will result in a hold on your account and prevent registration activity.

Excess Federal Financial Aid will not automatically apply to unpaid charges from a previous term, or to miscellaneous charges, unless you have completed a Federal Financial Aid Release Form. You may access this form at www.bursar.vt.edu.

REMINDER: Students must reapply for financial aid each year. The 2005-06 deadline is 3/11/05. See NEWS at www.finaid.vt.edu.
/ind_macro_1 {
236220 ind_dc 8425180 ind_dc 7322800 ind_dc 196800 ind_dc 1969 ind_dc 0
ind_color rect_bord
237204 ind_dc 8426164 ind_dc 7320831 ind_dc 194831 ind_dc 1969 ind_dc 900
shad_pat rect_shad
[]} 0 setdash
1458638 ind_dc 336608 ind_dc 6098463 ind_dc 15763 ind_dc 3937 ind_dc 0 shad_pat
rect_shad
[]} 0 setdash
236270 ind_dc 8425190 ind_dc 7322800 ind_dc 433000 ind_dc 3937 ind_dc 0
ind_color rect_bord
[]} 0 setdash
4370100 ind_dc 8425200 ind_dc 1574800 ind_dc 433100 ind_dc 19685 ind_dc 19685
ind_dc 0 crect_bord
[]} 0 setdash
[.566928 1.133856] 0 setdash
236270 ind_dc 7204690 ind_dc 7519670 ind_dc 7204690 ind_dc 7874 ind_dc 0
ind_color vect
[]} 0 setdash
1533800 ind_dc 8425180 ind_dc 1533800 ind_dc 8858180 ind_dc 3937 ind_dc 0
ind_color vect
[]} 0 setdash
2951120 ind_dc 8425180 ind_dc 2951120 ind_dc 8858180 ind_dc 3937 ind_dc 0
ind_color vect
[]} 0 setdash
4370120 ind_dc 8425230 ind_dc 4370120 ind_dc 8858230 ind_dc 3937 ind_dc 0
ind_color vect
[]} 0 setdash
5944920 ind_dc 8425230 ind_dc 5944920 ind_dc 8858230 ind_dc 3937 ind_dc 0
ind_color vect
[]} 0 setdash
236220 ind_dc 8622030 ind_dc 7559040 ind_dc 8622030 ind_dc 3937 ind_dc 0
ind_color vect
[]} 0 setdash
/Logodata
<
ffffffffffffffffffffffffffffffffffffffffffffffffffffffffffffffffffffffffffffffff
fffffffffff
ffffffffffffffffffffffffffffffffffffffffffffffffffffffffffffffffffffffffffffffff
fffffffffff
c000001fc0000783fffffffffffffff03ffffffffffff03fffffffffffffffffffffffffffffffff
fffffffffff
c000003fc0000603ffffffffffffffe03fffffffffffe03fffffffffffffffffffffffffffffffff
fffffffffff
c000003fc0000e03fffffffffffffffe03fffffffffffffe03fffffffffffffffffffffffffffffffff
fffffffffff
c000003fc0000fe03fffffffffffffffe03fffffffffffffff03fffffffffffffffffffffffffffffffff
fffffffffff
c000003fc80000e03fffffffffffffffe03fffffffffffffff03fffffffffffffffffffffffffffffffff
fffffffffff
f0000ffe0e01e03fffffffffffffffe03fffffffffffffff03fffffffffffffffffffffffffffffffff
fffffffffff
f8001ffffff001e03fffffffffffffffe03fffffffffffffff03fffffffffffffffffffffffffffffffff
fffffffffff
fc003fffff803e07fffffffffffffffe07fffffffffffffffe07ffffffffffffffffffffffffffffff
fffffffffff
fe007fffffffff03e3fffffffffffffffffe3ffffffffffffffffffffffffffffffffffffffffffffffffff
(checks) show
(payable) show
(to) show
(Treasurer) show
(of) show
(Virginia) show
(Tech) show
(Federal ID# 54-6001805) show
(Remit payment to:) show
(Payment Processing Center) show
(PO Box 7620) show
(Merrifield, VA 22116-7620) show
(VIRGINIA POLYTECHNIC INSTITUTE) show
(http://www.bursar.vt.edu) show
def

gsave
236220 ind dc 0 ind dc neg translate 0 rotate
1200000 ind dc 538000 ind dc scale
360 161 1 [360 0 0 -161 0 0] {Logodata} image
grestore

/Logodata 1 def

/ind-Helvetica-Bold findfont 10.000 scalefont setfont
165 -598 moveto

(PLEASE RETURN BOTTOM PORTION OF PAGE 1) show

229 -610 moveto

0 ind_color setgray

(WITH YOUR PAYMENT) show

252 -634 moveto

0 ind_color setgray

(THANK YOU!) show

/ind-Helvetica-Bold findfont 8.000 scalefont setfont

227 -66 moveto
(Account Number) show
(Due Date) show
(Amount Due) show
(STATEMENT/ORIGINAL INVOICE FOR CURRENT CHARGES) show
(Statement Date) show
(Account Number) show

(Due Date) show

(Amount Due) show

(STATEMENT/ORIGINAL INVOICE FOR CURRENT CHARGES \(\text{\text{AUDIT MODE}}\)) show

>> def /jetmacro_6 { //jetform_6 execform} bind def

/jetform_7 <<
/FormType 1
/BBox [0 11000000 neg ind dc 8500000 ind dc 0]
/Matrix [1 0 0 1 0 0]
/PaintProc {
pop
/ind_macro_1 {
5120068 ind dc 198818 ind dc 1216533 ind dc 232283 ind dc 3937 ind dc 900
shad_pat rect_shad
[0] 0 setdash
2561018 ind dc 238188 ind dc 1177163 ind dc 153563 ind dc 3937 ind dc 900
shad_pat rect_shad
[0] 0 setdash
238188 ind dc 238188 ind dc 1177163 ind dc 153563 ind dc 3937 ind dc 900
shad_pat rect_shad
[0] 0 setdash
} bind def
(Charges) show
(Pending Credits) show
(Previous Balance *) show
(Payments) show
(*Previous Balance equals Account Balance plus Pending Credits from your last statement) show
(Account Summary) show

Account Summary

(+) show
(-) show
(=) show

(*) Previous Balance equals Account Balance plus Pending Credits from your last statement.

[] 0 setdash
787400 ind dc 0 ind dc 787400 ind dc 157480 ind dc 3937 ind dc 0 ind_color vect
[] 0 setdash
6220460 ind dc 0 ind dc 6220460 ind dc 157480 ind dc 394 ind dc 0 ind_color vect
[] 0 setdash
6850380 ind dc 0 ind dc 6850380 ind dc 157480 ind dc 3937 ind dc 0 ind_color vect
[] 0 setdash
5433060 ind dc 0 ind dc 5433060 ind dc 157480 ind dc 3937 ind dc 0 ind_color vect
[] 0 setdash
4566920 ind dc 0 ind dc 4566920 ind dc 157480 ind dc 3937 ind dc 0 ind_color vect
[] 0 setdash
4094480 ind dc 0 ind dc 4094480 ind dc 157480 ind dc 394 ind dc 0 ind_color vect
[] 0 setdash
1653540 ind dc 0 ind dc 1653540 ind dc 157480 ind dc 3937 ind dc 0 ind_color vect
[] 0 setdash
) bind def
ind_macro_1
}
>> def /jetmacro_13 {//jetform_13 execform} bind def
/jetform_14 <<
/FormType 1
/BBox [0 11000000 neg ind dc 8500000 ind dc 0]
/Matrix [1 0 0 1 0 0]
/PaintProc {
pop
/end_macro_1 {
787400 ind dc 0 ind dc 787400 ind dc 39370 ind dc 3937 ind dc 0 ind_color vect
[] 0 setdash
1259840 ind dc 0 ind dc 1259840 ind dc 39370 ind dc 3937 ind dc 0 ind_color vect
[] 0 setdash
1653540 ind dc 0 ind dc 1653540 ind dc 39370 ind dc 3937 ind dc 0 ind_color vect
[] 0 setdash
2125980 ind dc 0 ind dc 2125980 ind dc 39370 ind dc 3937 ind dc 0 ind_color vect
[] 0 setdash
4094480 ind dc 0 ind dc 4094480 ind dc 39370 ind dc 3937 ind dc 0 ind_color vect
[] 0 setdash
4566920 ind dc 0 ind dc 4566920 ind dc 39370 ind dc 3937 ind dc 0 ind_color vect
[] 0 setdash
5433060 ind dc 0 ind dc 5433060 ind dc 39370 ind dc 3937 ind dc 0 ind_color vect
[] 0 setdash
6220460 ind dc 0 ind dc 6220460 ind dc 39370 ind dc 3937 ind dc 0 ind_color vect
[] 0 setdash
6850380 ind dc 0 ind dc 6850380 ind dc 39370 ind dc 3937 ind dc 0 ind_color vect
[] 0 setdash
) bind def
ind_macro_1
}
>> def /jetmacro_14 {//jetform_14 execform} bind def
/jetform_15 <<
/FormType 1
/BBox [0 11000000 neg ind dc 8500000 ind dc 0]
/Matrix [1 0 0 1 0 0]
/PaintProc {
(Finance) (Charges) will be assessed monthly at 1\% of the unpaid billed balance for charges not paid.
(by) show
A Late Payment Fee of $50 will (of) Show
(concerning finance charges, please visit our website at www.bursar.vt.edu.) show
be assessed on tuition and fees, room and board charges not paid in full by the statement due date.
Finance Charges

Finance Charges will be assessed monthly at 1/2% of the unpaid billed balance for charges not paid.

0 ind_color setgray
(Finance) show
58 -14 moveto
0 ind_color setgray
(Charges) show
/ind-Helvetica findfont 8.000 scalefont setfont
93 -14 moveto
0 ind_color setgray
(will) show
107 -14 moveto
0 ind_color setgray
(be) show
118 -14 moveto
0 ind_color setgray
(assessed) show
154 -14 moveto
0 ind_color setgray
(monthly) show
185 -14 moveto
0 ind_color setgray
(at) show
194 -14 moveto
0 ind_color setgray
(1) show
200 -14 moveto
0 ind_color setgray
(1/2%) show
221 -14 moveto
0 ind_color setgray
(of) show
230 -14 moveto
0 ind_color setgray
(the) show
244 -14 moveto
0 ind_color setgray
(unpaid) show
270 -14 moveto
0 ind_color setgray
(billed) show
291 -14 moveto
0 ind_color setgray
(balance) show
322 -14 moveto
0 ind_color setgray
(for) show
334 -14 moveto
0 ind_color setgray
(charges) show
364 -14 moveto
0 ind_color setgray
(not) show
378 -14 moveto
0 ind_color setgray
(paid) show
396 -14 moveto
0 ind_color setgray
Due date.

For questions concerning finance charges and late fees, please visit our website at www.bursar.vt.edu.
(amount) show
(may) show
(be) show
(changed) show
(or) show
(canceled) show
(subject) show
(to) show
(your) show
(fulfilling) show
(all) show
(necessary) show
(responsibilities with the Office of Financial Aid. You will be responsible for any remaining balances should this credit not be applied. For questions related to this, please call the Office of Financial Aid at \(540\) 231-5179.) show

(apply) show
(Note E) show
) bind def
ind_macro_1
}

>> def /jetmacro_24 {jetform_24 execform} bind def
/jetform_25 <<
/FormType 1
/BBox [0 11000000 neg ind_dc 8500000 ind_dc 0]
/Matrix [1 0 0 1 0 0]
/PaintProc {
(This) amount may be subject to change or cancellation based upon payment by the sponsor/payor.

You will
(be) show
65 -14 moveto
0 ind_color setgray
(responsible for any amount not paid by the sponsor/payor. Please contact the Office of the University Bursar at the) show
65 -21 moveto
0 ind_color setgray
(following numbers for questions related to credits. For credits other than the Budget Tuition Plan, please call) show
65 -28 moveto
0 ind_color setgray
((540) 231-6277. For questions concerning the BTP Credit Memo Amt Remaining, please call (540) 231-9316.) show
26 -10 moveto
0 ind_color setgray
(Notice) show
92 -7 moveto
0 ind_color setgray
(of) show
102 -7 moveto
0 ind_color setgray
(Right) show
125 -7 moveto
0 ind_color setgray
(to) show
135 -7 moveto
0 ind_color setgray
(Refuse) show
165 -7 moveto
0 ind_color setgray
(or) show
175 -7 moveto
0 ind_color setgray
(Reduce) show
207 -7 moveto
0 ind_color setgray
(Loan.) show
233 -7 moveto
0 ind_color setgray
(A) show
(federal) show
(loan) show
(Stafford) show
(subsidized) show
(or) show
(unsubsidized,) show
(Perkins,) show
(or) show
(Parent) show
(Loan\}) show
(was credited to your Virginia Tech account during the past billing cycle. Federal regulations dictate that we offer you an) show
(opportunity ending 14 days from the date of this bill to refuse all or part of such a loan. Should you refuse, or reduce your loan, you may owe money to Virginia Tech. You may request a change in your loan by emailing finaid@vt.edu.) show
(Note L) show
} bind def
ind_macro_1
}>> def /jetmacro_26 {//jetform_26 execform} bind def
/jetform_27 <<
/FormType 1
/BBox [0 11000000 neg ind_dc 8500000 ind_dc 0]
/Matrix [1 0 0 1 0 0]
/PaintProc {
pop
/end_def
(QUESTIONS RELATED TO THIS STATEMENT SHOULD BE DIRECTED TO THE OFFICE OF THE UNIVERSITY BURSAR, UNLESS OTHERWISE INSTRUCTED.) show
Monthly Account Activity

(Spring 2005)  Housing, Spring Semester  1,008.00

(Spring 2005)  Housing, Spring Semester  1,008.00
(Spring 2005) show
(Meal Plan, Spring Semester) show
(1,037.00) show

(Spring 2005) show
(Federal Perkins Loan Fund) show
(1,825.00) show
(E) show

(Spring 2005) show
(Athletic Fee, Spring) show
(116.00) show

(Spring 2005) show
(Bus Fee, Spring) show
(37.50) show
(Spring 2005) Health Fee, Spring
(120.00)

(Spring 2005) Capital Fee, Spring
(25.00)

(Spring 2005) UG Out-of-State Tui, Spring
(7,603.00)
(Spring 2005) Academic Fee, Spring 137.50

(Spring 2005) Rec Sports Fee, Spring 75.00

(Spring 2005) Student Activity Fee, Spring 115.50

(Spring 2005) Technology Fee, Spring 19.00
(Spring 2005) show
2357 un 3988 un neg moveto
(Student Services Fee, Spring) show
4803 un 3988 un neg moveto
(42.00) show
113 un 4021 un neg moveto
gsave
113 un 4021 un neg translate
jetmacro_18
grestore
1417 un 4130 un neg moveto
(FC1234650) show
1417 un 4125 un neg moveto
(Spring 2005) show
2357 un 4125 un neg moveto
(Air Force ROTC) show
5670 un 4125 un neg moveto
(7,500.00) show
7461 un 4153 un neg moveto
(M) show
113 un 4158 un neg moveto
gsave
113 un 4158 un neg translate
jetmacro_18
grestore
7472 un 4290 un neg moveto
(E) show
113 un 4295 un neg moveto
gsave
113 un 4295 un neg translate
(13-DEC-2004) show
(Air Force ROTC) show
(7,500.00) show

(14-DEC-2004) show
(Fed Ford Direct Sub Loan) show
(1,834.00) show
(CR) show

(13 un 4569 un neg moveto
gsave
113 un 4569 un neg translate
jetmacro_19
grestore

(13 un 4725 un neg moveto
gsave
113 un 4725 un neg translate
jetmacro_26
grestore
(Any charges unpaid by the statement due date will result in a hold on your account and prevent registration activity.) (Excess Federal Financial Aid will not automatically apply to)
unpaid charges from a previous term, or to miscellaneous) show

charges, unless you have completed a Federal Financial Aid) show

Release Form. You may access this form at) show

www.bursar.vt.edu.) show

www.bursar.vt.edu.) show
(REMINDER: Students must reapply for financial aid each year. The 2005-06 deadline is 3/11/05. See NEWS at www.finaid.vt.edu.)
### Statement/Original Invoice for Current Charges

<table>
<thead>
<tr>
<th>Account Number</th>
<th>Statement Date</th>
<th>Due Date</th>
<th>Amount Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>9999-99999</td>
<td>15-DEC-2004</td>
<td>10-JAN-2005</td>
<td>2,524.21</td>
</tr>
</tbody>
</table>

#### Account Summary

- Previous Balance: 2,599.94
- Charges: 24.27
- Pending Credits: 0.00
- Payments: 100.00
- Account Balance: 2,524.21

#### Monthly Account Activity

<table>
<thead>
<tr>
<th>Reference #</th>
<th>Term / Item Date</th>
<th>Description</th>
<th>Charges</th>
<th>Pending Credits</th>
<th>Payments</th>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>17-NOV-2004</td>
<td>Payment</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>14-DEC-2004</td>
<td>Finance Charge</td>
<td></td>
<td>24.27</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Finance Fee**

Any charges unpaid by the statement due date will result in a hold on your account and prevent registration activity.

Excess Federal Financial Aid will not automatically apply to unpaid charges from a previous term, or to miscellaneous charges, unless you have completed a Federal Financial Aid Release Form. You may access this form at [www.bursar.vt.edu](http://www.bursar.vt.edu).

**A Late Payment Fee** of $50 will be assessed on tuition and fees, room and board charges not paid in full by the statement due date. **Finance Charges** will be assessed monthly at 1 1/2% of the unpaid billed balance for charges not paid by the due date. For questions concerning finance charges and late fees, please visit our website at [www.bursar.vt.edu](http://www.bursar.vt.edu).

REMINDER: Students must reapply for financial aid each year. The 2005-06 deadline is 3/11/05. See NEWS at [www.finaid.vt.edu](http://www.finaid.vt.edu).

Our records indicate you have contacted the Office of the University Bursar regarding your delinquent account and arrangements have been made with you to satisfy this account in full. Failure to keep this arrangement may result in your account being turned over to a collection agency without further notice. You will be responsible for any collection costs incurred at a rate of one third of the total due.

If your account is returned unpaid by the collection agency, the following actions may then be taken:

1. Credit Reporting: your account will be listed by a credit bureau as a bad debt.
2. Debt Set Off: if you are a Virginia resident, your delinquent account can be collected in full from...

---

**Questions Related to This Statement Should Be Directed to the Office of the University Bursar, Unless Otherwise Instructed.**

**Return Bottom Portion of Statement with Your Payment**

Office of the University Bursar
Accounts Receivable
http://www.bursar.vt.edu

Virginia Tech
150 Student Services Building (0143)
Blacksburg, VA 24061
Phone: (540) 231-6277

**Make checks payable to Treasurer of Virginia Tech**

<table>
<thead>
<tr>
<th>Account Number</th>
<th>Statement Date</th>
<th>Due Date</th>
<th>Amount Due</th>
<th>Amount Paid</th>
</tr>
</thead>
<tbody>
<tr>
<td>9999-99999</td>
<td>15-DEC-2004</td>
<td>10-JAN-2005</td>
<td>2,524.21</td>
<td></td>
</tr>
</tbody>
</table>

---

**Example Customer #3**
968 Example RD.
Example MD 21037

**Remit payment to:**
Virginia Tech
Payment Processing Center
PO Box 7620
Merrifield, VA 22116-7620

Federal ID# 54-6001805
### Account Number
9999-99999

<table>
<thead>
<tr>
<th>Reference #</th>
<th>Term / Item Date</th>
<th>Description</th>
<th>Charges</th>
<th>Pending Credits</th>
<th>Payments</th>
<th>Note</th>
</tr>
</thead>
</table>

3. **Attorney General:** your account may be turned over to the Virginia Attorney General’s Office for litigation.

---

QUESTIONS RELATED TO THIS STATEMENT SHOULD BE DIRECTED TO THE OFFICE OF THE UNIVERSITY BURSAR, UNLESS OTHERWISE INSTRUCTED.

---

PLEASE RETURN BOTTOM PORTION OF PAGE 1 WITH YOUR PAYMENT

THANK YOU!
Statement Date
15-DEC-2004

Amount Due
2,524.21

Example Customer #3
968 Example RD.
Example MD 21037

Payment
100.00

Balance
2,524.21

Term Item Date
17-NOV-2004

Payment Desc
Finance Charge

Any charges unpaid by the statement due date will result in a hold on your account and prevent registration activity.

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REMINDER: Students must reapply for financial aid each year. The 2005-06 deadline is 3/11/05. See NEWS at
Our records indicate you have contacted the Office of the
University Bursar regarding your delinquent account and
arrangements have been made with you to satisfy this account
in full. Failure to keep this arrangement may result in
your account being turned over to a collection agency
without further notice. You will be responsible for any
collection costs incurred at a rate of one third of the
total due.

If your account is returned unpaid by the collection agency,
the following actions may then be taken:
1. Credit Reporting: your account will be listed by a credit bureau as a bad debt.

2. Debt Set Off: if you are a Virginia resident, your delinquent account can be collected in full from income tax refunds, or other refunds due you from the state.

3. Attorney General: your account may be turned over to the Virginia Attorney General's Office for litigation.
def
gsave
236220 ind_dc 0 ind_dc neg translate 0 rotate
1200000 ind_dc 538000 ind_dc scale
360 161 1 [360 0 0 -161 0 0] {Logodata} image
grestore
/Logodata 1 def
/ind-Helvetica findfont 8.000 scalefont setfont
147 -514 moveto
0 ind_color setgray
(RETURN BOTTOM PORTION OF STATEMENT WITH YOUR PAYMENT) show
/ind-Helvetica findfont 9.000 scalefont setfont
17 -542 moveto
0 ind_color setgray
(Accounts Receivable) show
17 -533 moveto
0 ind_color setgray
(Office of the University Bursar) show
391 -533 moveto
0 ind_color setgray
(150 Student Services Building \(0143\)) show
391 -543 moveto
0 ind_color setgray
(Blacksburg, VA  24061) show
391 -554 moveto
0 ind_color setgray
(Phone: \(540\) 231-6277) show
/ind-Helvetica-Bold findfont 9.000 scalefont setfont
29 -618 moveto
0 ind_color setgray
(Account Number) show
460 -618 moveto
0 ind_color setgray
(Amount Paid) show
244 -618 moveto
0 ind_color setgray
(Due Date) show
/ind-Helvetica-Oblique findfont 8.000 scalefont setfont
349 -602 moveto
0 ind_color setgray
(*Make) show
(checks) show
(payable) show
(to) show
(Treasurer) show
(of) show
(Virginia) show
(Tech) show
(Federal ID# 54-6001805) show
(Virginia Tech) show
(Payment Processing Center) show
(Merrifield, VA 22116-7620) show
(VIRGINIA POLYTECHNIC INSTITUTE) show
(http://www.bursar.vt.edu) show
(PLEASE RETURN BOTTOM PORTION OF PAGE 1) show
(WITH YOUR PAYMENT) show
(THANK YOU!) show
(Account Number) show
(Due Date) show
(Amount Due) show
(STATEMENT/ORIGINAL INVOICE FOR CURRENT CHARGES \(AUDIT MODE\)) show
(0 Days Past Due) show
157 -43 moveto
0 ind_color setgray
(1-30 Days Past Due) show
256 -43 moveto
0 ind_color setgray
(31-60 Days Past Due) show
354 -43 moveto
0 ind_color setgray
(Over 60 Days Past Due) show
178 -20 moveto
0 ind_color setgray
(Charges) show
266 -21 moveto
0 ind_color setgray
(Pending Credits) show
54 -20 moveto
0 ind_color setgray
(Previous Balance *) show
139 -43 moveto
0 ind_color setgray
(+) show
242 -20 moveto
0 ind_color setgray
(-) show
379 -20 moveto
0 ind_color setgray
(Payments) show
458 -31 moveto
0 ind_color setgray
(= Account Balance) show
344 -20 moveto
0 ind_color setgray
(-) show
241 -43 moveto
0 ind_color setgray
(+) show
343 -43 moveto
0 ind_color setgray
(+) show
/ind-Helvetica-Oblique findfont 6.000 scalefont setfont
130 -8 moveto
0 ind_color setgray
(*Previous Balance equals Account Balance plus Pending Credits from your last statement) show
/ind-Helvetica findfont 8.000 scalefont setfont
139 -20 moveto
0 ind_color setgray
(+) show
/ind-Helvetica-Bold findfont 9.000 scalefont setfont
45 -8 moveto
0 ind_color setgray
(Account Summary) show
} bind def
ind_macro_1
)
>> def /jetmacro_9 {///jetform_9 execform} bind def
(Charges) show

(Pending Credits) show

(Payments) show

(*Previous Balance equals Account Balance plus Pending Credits from your last statement) show

(*Account Summary) show
\texttt{ind\_macro\_1}

\texttt{>> def /jetmacro\_18 {jetform\_18 execform} bind def}
\texttt{/jetform\_19 <<
/FormType 1
/BBox [0 11000000 neg ind\_dc 8500000 ind\_dc 0]
/Matrix [1 0 0 1 0 0]
/PaintProc {
pop
/ind\_macro\_1 {
1023620 ind\_dc 0 ind\_dc 1023620 ind\_dc 78740 ind\_dc 3937 ind\_dc 0 ind\_color vect
[]} 0 setdash
2204720 ind\_dc 0 ind\_dc 2204720 ind\_dc 78740 ind\_dc 3937 ind\_dc 0 ind\_color vect
[]} 0 setdash
4173220 ind\_dc 0 ind\_dc 4173220 ind\_dc 78740 ind\_dc 3937 ind\_dc 0 ind\_color vect
[]} 0 setdash
5196840 ind\_dc 0 ind\_dc 5196840 ind\_dc 78740 ind\_dc 3937 ind\_dc 0 ind\_color vect
[]} 0 setdash
6220460 ind\_dc 0 ind\_dc 6220460 ind\_dc 78740 ind\_dc 3937 ind\_dc 0 ind\_color vect
[]} 0 setdash
7244080 ind\_dc 0 ind\_dc 7244080 ind\_dc 78740 ind\_dc 3937 ind\_dc 0 ind\_color vect
[]} 0 setdash
354320 ind\_dc 78700 ind\_dc 7440920 ind\_dc 78700 ind\_dc 3937 ind\_dc 0 ind\_color vect
[]} 0 setdash
} bind def
ind\_macro\_1
}

\texttt{>> def /jetmacro\_19 {jetform\_19 execform} bind def}
\texttt{/jetform\_20 <<
/FormType 1
/BBox [0 11000000 neg ind\_dc 8500000 ind\_dc 0]
/Matrix [1 0 0 1 0 0]
/PaintProc {
pop
/ind\_macro\_1 {
} bind def
ind\_macro\_1
}

\texttt{>> def /jetmacro\_20 {jetform\_20 execform} bind def}
\texttt{/jetform\_21 <<
/FormType 1
/BBox [0 11000000 neg ind\_dc 8500000 ind\_dc 0]
/Matrix [1 0 0 1 0 0]
/PaintProc {
pop
/ind\_macro\_1 {
} bind def
ind\_macro\_1
}

\texttt{>> def /jetmacro\_21 {jetform\_21 execform} bind def}
\texttt{/jetform\_22 <<
/FormType 1
/BBox [0 11000000 neg ind\_dc 8500000 ind\_dc 0]
/Matrix [1 0 0 1 0 0]
/PaintProc {
pop
}
(Finance) show
(Charges) show
(will) show
(be) show
(assessed) show
(monthly) show
(at) show
(1) show
(1/2%) show
(of) show
(the) show
(unpaid) show
(billed) show
(balance) show
(for) show
(charges) show
(not) show
(paid) show
For questions concerning finance charges, please visit our website at www.bursar.vt.edu.
(be) assessed on tuition and fees, room charges not paid in full by the statement due date.

[ind-Helvetica-Bold findfont 8.000 scalefont setfont]
(Finance) show
(Charges) show
/w-Helvetica findfont 8.000 scalefont setfont
(will) show
(will) show
(assessed) show
(monthly) show
(monthly) show
(at) show
(at) show
(1) show
(1/2%) show
(of) show
(of) show
(the) show
(unpaid) show
(billed) show
(billed) show
(balance) show
(balance) show
(for) show
(for) show
(charges) show
(not) show
(paid) show
(paid) show

(by) show
406 -14 moveto
0 ind_color setgray
(the) show
420 -14 moveto
0 ind_color setgray
(due) show
436 -14 moveto
0 ind_color setgray
(date. ) show
458 -14 moveto
0 ind_color setgray
(For ) show
473 -14 moveto
0 ind_color setgray
(questions) show
26 -21 moveto
0 ind_color setgray
(concerning finance charges and late fees, please visit our website at www.bursar.vt.edu.) show
) bind def
ind_macro_1
}
>> def /jetmacro_23 {(/jetform_23 execform) bind def
/jetform_24 <<
/FormType 1
/BBox [0 11000000 neg ind_dc 8500000 ind_dc 0]
/Matrix [1 0 0 1 0 0]
/PaintProc {
pop
/ind-Helvetica-Bold findfont 8.000 scalefont setfont
65 -7 moveto
0 ind_color setgray
(This) show
84 -7 moveto
0 ind_color setgray
(is) show
93 -7 moveto
0 ind_color setgray
(an) show
105 -7 moveto
0 ind_color setgray
(estimated) show
145 -7 moveto
0 ind_color setgray
(Financial) show
183 -7 moveto
0 ind_color setgray
(Aid) show
198 -7 moveto
0 ind_color setgray
(credit.) show
/ind-Helvetica findfont 8.000 scalefont setfont
227 -7 moveto
0 ind_color setgray
(This) show
(amount) show
(may) show
(be) show
(changed) show
(or) show
(canceled) show
(subject) show
(to) show
(your) show
(fulfilling) show
(all) show
(necessary) show
(responsibilities with the Office of Financial Aid. You will be responsible for any remaining balances should this credit not be) show

\(540\) 231-5179.) show

/ind-Helvetica-Bold findfont 10.000 scalefont setfont

Note E) show

{jetmacro_24} {jetform_24} execform}) bind def

jetmacro_24 {jetform_25} <<

FormType 1
/BBox [0 11000000 neg ind_dc 8500000 ind_dc 0]
/Matrix [1 0 0 1 0 0]
/PaintProc {
(This amount may be subject to change or cancellation based upon payment by the sponsor/payor.) You will
(be) show
65 -14 moveto
0 ind_color setgray
(responsible for any amount not paid by the sponsor/payor. Please contact the
Office of the University Bursar at the) show
65 -21 moveto
0 ind_color setgray
(following numbers for questions related to credits. For credits other than the
Budget Tuition Plan, please call) show
65 -28 moveto
0 ind_color setgray
\((540)\) 231-6277. For questions concerning the BTP Credit Memo Amt Remaining,
please call \((540)\) 231-9316.) show
/ind-Helvetica-Bold findfont 10.000 scalefont setfont
26 -10 moveto
0 ind_color setgray
(Note M) show
} bind def
ind_macro_1
}
>> def /jetmacro_25 {jetform_25 execform} bind def
/jetform_26 <<
/FormType 1
/BBox [0 11000000 neg ind_dc 8500000 ind_dc 0]
/Matrix [1 0 0 1 0 0]
/PaintProc {
pop
/ind_macro_1 {
/ind-Helvetica-Bold findfont 8.000 scalefont setfont
65 -7 moveto
0 ind_color setgray
(Notice) show
92 -7 moveto
0 ind_color setgray
(of) show
102 -7 moveto
0 ind_color setgray
(Right) show
125 -7 moveto
0 ind_color setgray
(to) show
135 -7 moveto
0 ind_color setgray
(Refuse) show
165 -7 moveto
0 ind_color setgray
(or) Show
175 -7 moveto
0 ind_color setgray
(Reduce) show
207 -7 moveto
0 ind_color setgray
(Loan:) show
/ind-Helvetica findfont 8.000 scalefont setfont
233 -7 moveto
0 ind_color setgray
(A) show
Federal regulations dictate that we offer you an opportunity ending 14 days from the date of this bill to refuse all or part of such a loan. Should you refuse, or reduce your loan, you may owe money to Virginia Tech. You may request a change in your loan by emailing finaid@vt.edu.)
(QUESTIONS RELATED TO THIS STATEMENT SHOULD BE DIRECTED TO THE OFFICE OF THE UNIVERSITY BURSAR, UNLESS OTHERWISE INSTRUCTED.)

(Continued on Next Page)
(Amount Due) show

(2,524.21) show

(Example Customer #3) show

(Example RD.) show

(Example MD 21037) show

(Statement Date) show

(2,524.21) show

(9999-99999) show

(15-DEC-2004) show

(10-JAN-2005) show

(2,524.21) show

(9999-99999) show

(15-DEC-2004) show

(10-JAN-2005) show

(2,524.21) show
113 un 1335 un neg translate
jetmacro_10
grestore
/end-Helvetica-Bold findfont 10.000 scalefont setfont
/end_txt_height 16666 ind_dc def
0 ind_txt_height .75 mul neg moveto
/end-Helvetica findfont 8.000 scalefont setfont
0.000 0.000 0.000 setrgbcolor
1151 un 1770 un neg moveto
(2,599.94) show
2647 un 1770 un neg moveto
(24.27) show
4095 un 1770 un neg moveto
(0.00) show
5450 un 1770 un neg moveto
(100.00) show
6820 un 1770 un neg moveto
(2,524.21) show
113 un 1886 un neg moveto
113 un 1886 un neg moveto
gsave
113 un 1886 un neg translate
jetmacro_16
grestore
/end-Helvetica-Bold findfont 10.000 scalefont setfont
/end_txt_height 16666 ind_dc def
0 ind_txt_height .75 mul neg moveto
/end-Helvetica-Bold findfont 9.000 scalefont setfont
0.000 0.000 0.000 setrgbcolor
349 un 2002 un neg moveto
(Monthly Account Activity) show
113 un 2240 un neg moveto
gsave
113 un 2240 un neg translate
jetmacro_18
grestore
/end-Helvetica-Bold findfont 10.000 scalefont setfont
/end_txt_height 16666 ind_dc def
0 ind_txt_height .75 mul neg moveto
/end-Helvetica findfont 8.000 scalefont setfont
0.000 0.000 0.000 setrgbcolor
1373 un 2344 un neg moveto
(17-NOV-2004) show
2357 un 2344 un neg moveto
(Payment) show
6788 un 2344 un neg moveto
(100.00) show
113 un 2377 un neg moveto
gsave
113 un 2377 un neg translate
jetmacro_18
grestore
/end-Helvetica-Bold findfont 10.000 scalefont setfont
/end_txt_height 16666 ind_dc def
0 ind_txt_height .75 mul neg moveto
/end-Helvetica findfont 8.000 scalefont setfont
0.000 0.000 0.000 setrgbcolor
(14-DEC-2004) show

(Finance Charge) show

(24.27) show

(Any charges unpaid by the statement due date will result in) show
(a hold on your account and prevent registration activity.)

(Excess Federal Financial Aid will not automatically apply to)

(unpaid charges from a previous term, or to miscellaneous)

(charges, unless you have completed a Federal Financial Aid)
Release Form. You may access this form at www.bursar.vt.edu.

REMINDER: Students must reapply for financial aid each year. The 2005-06 deadline is 3/11/05. See NEWS at www.bursar.vt.edu.
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Failure to keep this arrangement may result in your account being turned over to a collection agency without further notice. You will be responsible for any collection costs incurred at a rate of one third of the total due.

(If your account is returned unpaid by the collection agency,) show

( 1. Credit Reporting: your account will be listed by a) show

( credit bureau as a bad debt.) show
2. Debt Set Off: If you are a Virginia resident, your delinquent account can be collected in full from.
income tax refunds, or other refunds due you from) show

the state.) show
3. Attorney General: your account may be turned over to the Virginia Attorney General's Office for litigation.
STATEMENT/ORIGINAL INVOICE FOR CURRENT CHARGES

<table>
<thead>
<tr>
<th>Account Number</th>
<th>Statement Date</th>
<th>Due Date</th>
<th>Amount Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>9999-99999</td>
<td>15-DEC-2004</td>
<td>10-JAN-2005</td>
<td>0.00</td>
</tr>
</tbody>
</table>

**Account Summary**

<table>
<thead>
<tr>
<th>Previous Balance</th>
<th>Charges</th>
<th>Pending Credits</th>
<th>Payments</th>
<th>= Account Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td>3,237.50</td>
<td>2,112.00</td>
<td>6,324.00</td>
<td>1,474.75</td>
<td>2,449.25 CR</td>
</tr>
</tbody>
</table>

**Monthly Account Activity**

<table>
<thead>
<tr>
<th>Reference #</th>
<th>Term / Item Date</th>
<th>Description</th>
<th>Charges</th>
<th>Pending Credits</th>
<th>Payments</th>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spring 2005</td>
<td></td>
<td>Housing, Spring Semester</td>
<td>1,075.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Spring 2005</td>
<td></td>
<td>Meal Plan, Spring Semester</td>
<td>1,037.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Spring 2005</td>
<td></td>
<td>Fed Ford Direct Unsub Loan</td>
<td></td>
<td>1,293.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Spring 2005</td>
<td></td>
<td>BTP Credit Memo Amt Remaining</td>
<td></td>
<td>5,031.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>15-NOV-2004</td>
<td></td>
<td>Fed Ford Direct Unsub Loan</td>
<td></td>
<td>1,294.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>19-NOV-2004</td>
<td></td>
<td>Budget Tuition Plan Debit</td>
<td></td>
<td>180.75</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Note L** Notice of Right to Refuse or Reduce Loan. A federal loan (Stafford subsidized or unsubsidized, Perkins, or Parent Loan) was credited to your Virginia Tech account during the past billing cycle. Federal regulations dictate that we offer you an opportunity ending 14 days from the date of this bill to refuse all or part of such a loan. Should you refuse, or reduce your loan, you may owe money to Virginia Tech. You may request a change in your loan by emailing finaid@vt.edu.

**Note E** This is an estimated Financial Aid credit. This amount may be changed or cancelled subject to your fulfilling all necessary responsibilities with the Office of Financial Aid. You will be responsible for any remaining balances should this credit not be applied. For questions related to this, please call the Office of Financial Aid at (540) 231-5179.

**Note M** This amount may be subject to change or cancellation based upon payment by the sponsor/payor. You will be responsible for any amount not paid by the sponsor/payor. Please contact the Office of the University Bursar at the following numbers for questions related to credits. For credits other than the Budget Tuition Plan, please call (540) 231-9316. For questions concerning the BTP Credit Memo Amt Remaining, please call (540) 231-6277.

**Finance Charges** will be assessed monthly at 1 1/2% of the unpaid billed balance for charges not paid by the due date. For questions concerning finance charges, please visit our website at www.bursar.vt.edu.
Spring 2005
^field DESC
Housing, Spring Semester
^field CHARGE_AMT
1,075.00
^field NEXT_SECTION
^subform DET_AL
^field TERM_ITEM_DATE
Spring 2005
^field DESC
Meal Plan, Spring Semester
^field CHARGE_AMT
1,037.00
^field NEXT_SECTION
^subform DET_AL
^field TERM_ITEM_DATE
Spring 2005
^field DESC
Fed Ford Direct Unsub Loan
^field CREDIT_AMT
1,293.00
^field NOTICE
E
^field NEXT_SECTION
^subform DET_AL
^field TERM_ITEM_DATE
Spring 2005
^field DESC
BTP Credit Memo Amt Remaining
^field CREDIT_AMT
5,031.00
^field NOTICE
M
^field NEXT_SECTION
^subform DET_AL
^field TERM_ITEM_DATE
15-NOV-2004
^field DESC
Fed Ford Direct Unsub Loan
^field PAYMENT_AMT
1,294.00
^field NOTICE
L
^field NEXT_SECTION
^subform DET_AL
^field TERM_ITEM_DATE
19-NOV-2004
^field DESC
Budget Tuition Plan Debit
^field PAYMENT_AMT
180.75
^field NEXT_SECTION
^subform DET_AE
^field NEXT_SECTION
^subform DET_S2
^field NEXT_SECTION
^subform DET_NL
%!PS-Adobe
/doclevel save def
% JetForm Standard PostScript Routines
save /ind_dc { 72 mul 1000000 div } bind def /un { 72 mul 1000 div } bind def
/shad_pat { 1000 div } bind def /ind_color { 1000 div } bind def
/vect { /ri exch def /rt exch def /ry2 exch def /rx2 exch def /ry1 exch def /rx1 exch def /ry1 ry1 neg def /ry2 ry2 neg def /rx1 rx1 moveto rx2 ry2 lineto stroke 0 setgray} def
/vect_c { /rrb exch def /rrg exch def /rrr exch def /rt exch def /ry2 exch def /rx2 exch def /ry1 exch def /rx1 exch def /ry1 ry1 neg def /ry2 ry2 neg def /rrr rrr setrgbcolor rt setlinewidth newpath rx1 ry1 moveto rx2 ry2 lineto stroke 0 setgray} def
/rect_bord { /rs exch def /rt exch def /rh exch def /rw exch def /ry exch def /rx exch def /ry ry neg def /rs setgray rt setlinewidth newpath rx rc add ry moveto rw 0 rlineto 0 rh neg rlineto rw 0 rlineto closepath stroke 0 setgray} def
/rect_bord_c { /rrb exch def /rrg exch def /rrr exch def /rt exch def /rh exch def /rw exch def /ry exch def /rx exch def /ry ry neg def /rrr rrr rrr setrgbcolor rt setlinewidth newpath rx rc add ry moveto rw 0 rlineto 0 rh neg rlineto rw 0 rlineto closepath stroke 0 setgray} def
/crect_bord { /rs exch def /rt exch def /rc exch def /rh exch def /rw exch def /ry exch def /rx exch def /ry ry neg def /rs setgray newpath rx rc add ry moveto rx rw add rc sub ry rc sub rc add rc 90 0 arcn rx rw add rc sub ry rh sub rc add rc 0 -90 arcn rx rc add ry rh sub rc add rc -90 -180 arcn rx rc add ry rc sub rc -180 90 arcn closepath stroke 0 setgray} def
/crect_bord_c { /rrb exch def /rrg exch def /rrr exch def /rt exch def /rc exch def /rw exch def /ry exch def /rx exch def /ry ry neg def /rrr rrr rrr setrgbcolor rt setlinewidth newpath rx rc add ry moveto rx rw add rc sub ry rc sub rc add rc 90 0 arcn rx rw add rc sub ry rh sub rc add rc 0 -90 arcn rx rc add ry rh sub rc add rc -90 -180 arcn rx rc add ry rc sub rc -180 90 arcn closepath stroke 0 setgray} def
/rect_shad { /rs exch def /rt exch def /rh exch def /rw exch def /ry exch def /ry ry neg def /rs setgray newpath rx rc add ry moveto rw 0 rlineto 0 rh neg rlineto rw 0 rlineto closepath fill 0 setgray} def
/rect_shad_c { /rrb exch def /rrg exch def /rrr exch def /rt exch def /rh exch def /rw exch def /ry exch def /rx exch def /ry ry neg def /rrr rrr rrr setrgbcolor newpath rx rc add ry moveto rx rw add rc sub ry rc sub rc add rc 90 0 arcn rx rw add rc sub ry rh sub rc add rc 0 -90 arcn rx rc add ry rh sub rc add rc -90 -180 arcn rx rc add ry rc sub rc -180 90 arcn closepath fill 0 setgray} def
/rect_shad { /rs exch def /rt exch def /rc exch def /rh exch def /rw exch def /ry exch def /rx exch def /ry ry neg def /rs setgray newpath rx rc add ry moveto rx rw add rc sub ry rc sub rc add rc 90 0 arcn rx rw add rc sub ry rh sub rc add rc 0 -90 arcn rx rc add ry rh sub rc add rc -90 -180 arcn rx rc add ry rc sub rc -180 90 arcn closepath fill 0 setgray} def
/rect_shad_c { /rrb exch def /rrg exch def /rrr exch def /rt exch def /rc exch def /rw exch def /ry exch def /rx exch def /ry ry neg def /rrr rrr rrr setrgbcolor newpath rx rc add ry moveto rx rw add rc sub ry rc sub rc add rc 90 0 arcn rx rw add rc sub ry rh sub rc add rc 0 -90 arcn rx rc add ry rh sub rc add rc -90 -180 arcn rx rc add ry rc sub rc -180 90 arcn closepath fill 0 setgray} def
/circle_bord { /rs exch def /rt exch def /rr exch def /ry exch def /rx exch def /ry ry neg def /rs setgray newpath rx rc add ry moveto rx rw add rc sub ry rc sub rc add rc 90 0 arcn rx rw add rc sub ry rh sub rc add rc 0 -90 arcn rx rc add ry rh sub rc add rc -90 -180 arcn rx rc add ry rc sub rc -180 90 arcn closepath stroke 0 setgray} def
/circle_bord_c { /rrb exch def /rrg exch def /rrr exch def /rt exch def /rr exch def /ry exch def /rx exch def /ry ry neg def /rrr rrr rrr setrgbcolor rt setlinewidth newpath rx rc add ry moveto rx rw add rc sub ry rc sub rc add rc 90 0 arcn rx rw add rc sub ry rh sub rc add rc 0 -90 arcn rx rc add ry rh sub rc add rc -90 -180 arcn rx rc add ry rc sub rc -180 90 arcn closepath stroke 0 setgray} def
/circle_bord { /rs exch def /rt exch def /rc exch def /rr exch def /ry exch def /rx exch def /rr ry neg def /rs setrgbcolor rt setlinewidth newpath rx rc add ry moveto rx rw add rc sub ry rc sub rc add rc 90 0 arcn rx rw add rc sub ry rh sub rc add rc 0 -90 arcn rx rc add ry rh sub rc add rc -90 -180 arcn rx rc add ry rc sub rc -180 90 arcn closepath stroke 0 setgray} def
/circle_bord_c { /rrb exch def /rrg exch def /rrr exch def /rt exch def /rc exch def /rr exch def /ry exch def /rx exch def /rr ry neg def /rrr rrr rrr setrgbcolor rt setlinewidth newpath rx rc add ry moveto rx rw add rc sub ry rc sub rc add rc 90 0 arcn rx rw add rc sub ry rh sub rc add rc 0 -90 arcn rx rc add ry rh sub rc add rc -90 -180 arcn rx rc add ry rc sub rc -180 90 arcn closepath stroke 0 setgray} def
> def 
gsave
3199810 ind dc 7322820 ind dc neg translate 0 rotate
1200000 ind dc 538000 ind dc scale
360 161 1 [360 0 0 -161 0 0] {Logodata} image
restore
/Logodata 1 def
/Logodata <
ffffff

...
> def
gsave
236220 ind_dc 0 ind_dc neg translate 0 rotate
1200000 ind_dc 538000 ind_dc scale
360 161 1 [360 0 0 -161 0 0] {Logodata} image
grestore
/Logodata 1 def
/ind-Helvetica findfont 8.000 scalefont setfont
147 -514 moveto
0 ind_color setgray
(RETURN BOTTOM PORTION OF STATEMENT WITH YOUR PAYMENT) show
/ind-Helvetica findfont 9.000 scalefont setfont
17 -542 moveto
0 ind_color setgray
(Accounts Receivable) show
17 -533 moveto
0 ind_color setgray
(Office of the University Bursar) show
391 -533 moveto
0 ind_color setgray
(150 Student Services Building \(0143\)) show
391 -543 moveto
0 ind_color setgray
(Blacksburg, VA  24061) show
391 -554 moveto
0 ind_color setgray
(Phone: \(540\) 231-6277) show
/ind-Helvetica-Bold findfont 9.000 scalefont setfont
29 -618 moveto
0 ind_color setgray
(Account Number) show
460 -618 moveto
0 ind_color setgray
(Amount Paid) show
244 -618 moveto
0 ind_color setgray
(Due Date) show
/ind-Helvetica-Oblique findfont 8.000 scalefont setfont
349 -602 moveto
0 ind_color setgray
(*Make) show
(checks) show
(payable) show
(to) show
(Treasurer) show
(of) show
(Virginia) show
(Tech) show
(Federal ID# 54-6001805) show
(Virginia Tech) show
(Payment Processing Center) show
(PO Box 7620) show
(Merrifield, VA 22116-7620) show
(VIRGINIA POLYTECHNIC INSTITUTE) show
(http://www.bursar.vt.edu) show
(Account Number) show
(Due Date) show
(Amount Due) show
(STATEMENT/ORIGINAL INVOICE FOR CURRENT CHARGES \(\text{AUDIT MODE}\)) show
(Amount Due) show

(INTERIM STATEMENT/ORIGINAL INVOICE FOR CURRENT CHARGES) show
(0 Days Past Due) show
157 -43 moveto
0 ind_color setgray
(1-30 Days Past Due) show
256 -43 moveto
0 ind_color setgray
(31-60 Days Past Due) show
354 -43 moveto
0 ind_color setgray
(Over 60 Days Past Due) show
178 -20 moveto
0 ind_color setgray
(Charges) show
266 -21 moveto
0 ind_color setgray
(Pending Credits) show
54 -20 moveto
0 ind_color setgray
(Previous Balance *) show
139 -43 moveto
0 ind_color setgray
(+) show
242 -20 moveto
0 ind_color setgray
(-) show
379 -20 moveto
0 ind_color setgray
(Payments) show
458 -31 moveto
0 ind_color setgray
(= Account Balance) show
344 -20 moveto
0 ind_color setgray
(-) show
241 -43 moveto
0 ind_color setgray
(+) show
343 -43 moveto
0 ind_color setgray
(+) show
*/ind-Helvetica-Oblique findfont 6.000 scalefont setfont
130 -8 moveto
0 ind_color setgray
(*Previous Balance equals Account Balance plus Pending Credits from your last statement) show
*/ind-Helvetica findfont 8.000 scalefont setfont
139 -20 moveto
0 ind_color setgray
(+) show
*/ind-Helvetica-Bold findfont 9.000 scalefont setfont
45 -8 moveto
0 ind_color setgray
(Account Summary) show
) bind def
ind_macro_1
}

>> def /jetmacro_9 {jetform_9 execform} bind def
(Charges) show
(Pending Credits) show
(Previous Balance *) show
(Payments) show
(*Previous Balance equals Account Balance plus Pending Credits from your last statement) show
(CRN) show
(Term) show
(Course) show
(Title) show
(Credit Hours) show
(Day) show
(Time) show
(Room) show
(Building) show
(Subj) show

Course Schedule
(Finance) show
(Charges) show
(will) show
(be) show
(assessed) show
(monthly) show
(at) show
(1) show
(1/2%) show
(of) show
(the) show
(unpaid) show
(billed) show
(balance) show
(for) show
(charges) show
(not) show
(paid) show
For questions concerning finance charges, please visit our website at www.bursar.vt.edu.

(A) Late Payment Fee of ($50) will
be assessed on tuition and fees, room and board charges not paid in full by the statement due date.

/ind-Helvetica-Bold findfont 8.000 scalefont setfont
(Finance) show
(Charges) show
/wind-Helvetica findfont 8.000 scalefont setfont
(will) show
(being) show
(assessed) show
(monthly) show
(at) show
(1) show
(1/2%) show
(of) show
(the) show
(unpaid) show
(billed) show
(balance) show
(for) show
(charges) show
(not) show
(paid) show

This is an estimated Financial Aid credit.

For questions concerning finance charges and late fees, please visit our website at www.bursar.vt.edu.
(amount) show
(may) show
(be) show
(changed) show
(or) show
(canceled) show
(subject) show
(to) show
(your) show
(fulfilling) show
(all) show
(necessary) show
(responsibilities with the Office of Financial Aid. You will be responsible for any remaining balances should this credit not be) show
(applied. For questions related to this, please call the Office of Financial Aid at \(540\) 231-5179.) show
(This) amount may be subject to change or cancellation based upon payment by the sponsor/payor. You will (be) show
(be) show
65 -14 moveto
0 ind_color setgray
(responsible for any amount not paid by the sponsor/payor. Please contact the Office of the University Bursar at the) show
65 -21 moveto
0 ind_color setgray
(following numbers for questions related to credits. For credits other than the Budget Tuition Plan, please call) show
65 -28 moveto
0 ind_color setgray
((540) 231-6277. For questions concerning the BTP Credit Memo Amt Remaining, please call (540) 231-9316.) show
26 -10 moveto
0 ind_color setgray
(Notice) show
92 -7 moveto
0 ind_color setgray
(of) show
102 -7 moveto
0 ind_color setgray
(Right) show
125 -7 moveto
0 ind_color setgray
(to) show
135 -7 moveto
0 ind_color setgray
(Refuse) show
165 -7 moveto
0 ind_color setgray
(or) show
175 -7 moveto
0 ind_color setgray
(Reduce) show
207 -7 moveto
0 ind_color setgray
(Loan) show
233 -7 moveto
0 ind_color setgray
(A) show
(federal) show

(loan) show

(Stafford) show

(subsidized) show

(per) show

(unsubsidized,) show

(Perkins,) show

(or) show

(Loan\) show

(was credited to your Virginia Tech account during the past billing cycle. Federal regulations dictate that we offer you an opportunity ending 14 days from the date of this bill to refuse all or part of such a loan. Should you refuse, or reduce your loan, you may owe money to Virginia Tech. You may request a change in your loan by emailing finaid@vt.edu.)
(QUESTIONS RELATED TO THIS STATEMENT SHOULD BE DIRECTED TO THE OFFICE OF THE UNIVERSITY BURSAR, UNLESS OTHERWISE INSTRUCTED.)
(Amount Due) show
(Amount Due) show
(Statement Date) show

(Spring 2005) show
2357 un 2796 un neg moveto
(Meal Plan, Spring Semester) show
4647 un 2796 un neg moveto
(1,037.00) show
113 un 2829 un neg moveto
gsave
113 un 2829 un neg translate
jetmacro_18
grestore

(Spring 2005) show
2357 un 2933 un neg moveto
(Fed Ford Direct Unsub Loan) show
5670 un 2933 un neg moveto
(1,293.00) show

(Spring 2005) show
2357 un 3070 un neg moveto
(BTP Credit Memo Amt Remaining) show
5670 un 3070 un neg moveto
(5,031.00) show

(Spring 2005) show
2357 un 3103 un neg moveto
(BTP Credit Memo Amt Remaining) show
5670 un 3103 un neg moveto
(5,031.00) show

jetmacro_18
grestore
(15-NOV-2004) show
(Fed Ford Direct Unsub Loan) show
(1,294.00) show

(19-NOV-2004) show
(Budget Tuition Plan Debit) show
(180.75) show

113 un 3966 un neg moveto
gsave
113 un 3966 un neg translate
jetmacro_26
grestore