

FAQ

How are bills sent to students?

Student account bills are only available electronically as a PDF file via the web. An email notice is sent to all students who may view and print bills through their Wolverine Access account. These bills are available through Wolverine Access (wolverineaccess.umich.edu) for up to 12 months.

May I have a paper bill mailed to me?

If you wish to receive a bill, you may have your student:

1) grant you access to his/her financial information on the web;
2) forward the PDF directly to you as an email attachment or;
3) print a paper copy of the bill and send it to you.

What financial information may parents access?

Students may provide viewing access to their student account, account statements (bills), and 1098-T tax information.

Will the U-M discuss my account information with my parents?

Students must authorize the U-M to discuss their account details via phone, in person, or email by entering the parent/family member's email address into Wolverine Access.

UNIVERSITY OF MICHIGAN

Student Financial Services
2226 Student Activities Building
515 East Jefferson Street
Ann Arbor, MI 48109-1316

Phone: (734) 764-7447
Toll Free: (877) 840-4738
Fax: (734) 647-0061
Email: um-sfo@umich.edu

© 2026 The Regents of the University of Michigan 080923

UNIVERSITY OF MICHIGAN



2026 2027 Facts About Billing and Fees

Welcome!

Student Financial Services (SFS) (sfo.umich.edu) is responsible for the billing and collection of tuition, room and board, and other related educational expenses billed through your student account. A bill is generated each month in which there has been transaction activity or there is an account balance, whether it's owed to the student or to the university. Billing is done electronically and the bills may be viewed through the university web portal, Wolverine Access.

Visit U-M Wolverine Access at: wolverineaccess.umich.edu

The university's long-standing philosophy is that students are responsible for management of their financial affairs. Our office, however, understands that many parents are involved in handling their student's educational expenses. Therefore, the information in this brochure is intended to help you understand the university's process and offer suggestions on how you may stay informed about your student's financial status. We appreciate your interest and invite you to contact our office if you need additional information.

How do parents obtain access?

It's an easy two-step process.

1 Students must authorize Parents & Family members (sfo.umich.edu) through Wolverine Access by entering the parent/family member's email address into the system. Up to four separate email addresses may be entered. Once an email address is entered, you are allowed to obtain news regarding your student's account, view the online student account, receive billing notices and/or discuss account details over the phone or through email. Your email address is your key to entry.

2 Parents create a U-M Friend Account. It's important to note that when creating the Friend Account, you must use the identical email address for your login as your student entered in step one. To create a Friend Account or find out more about the process, please visit:

documentation.its.umich.edu/node/305/

My student has not authorized access for me. Can I do it myself?

No, the university must comply with privacy regulations under the Family Educational Rights and Privacy Act of 1974. Students therefore control access to this financial information.

Why do parents need a Friend Account?

The Friend Account is a secure login process to ensure proper security for those entering Wolverine Access. For more information, please visit:

documentation.its.umich.edu/node/305/



Can I change my email address and still have access to my Friend Account?

Yes, you may change your email address or email provider at any time. However, be sure to make the same change to your Friend Account and also have your student change the email address entered for you in Wolverine Access. The email address in Wolverine Access must be identical to the one used to establish your Friend Account.

Does the university accept credit cards for payment?

No, the service fee charged by financial institutions for accepting credit cards is a tremendous expense that the university is unable to absorb and is unwilling to pass on to students and parents.

Useful websites

Financial Aid	finaid.umich.edu
Housing	housing.umich.edu
Registrar	ro.umich.edu

Are there other payment options?

The University of Michigan offers a term-based payment plan for Fall and Winter Terms. For the Fall Term, payments are due monthly June 30 through October 31, while Winter Term payments are due November 30 through March 31. For more information, please visit Student Financial Services' website at: sfo.umich.edu

For loan information, please contact the Office of Financial Aid at (734) 763-6600 or financial.aid@umich.edu. You can also visit their website at: finaid.umich.edu

What items are billed through the student account?

Tuition, university housing, lab or course fees, and miscellaneous fees are the charges that appear on the student account most frequently. Other charges from various university departments or for university services may also be billed to the student account.

What are the due dates for payments?

Fall Term 2026 tuition and room and board bills are due August 31, 2026. Winter Term 2027 bills are due January 31, 2027. Other charges that may be periodically billed are due the last day of the month in which they are billed. Please note: All due dates are subject to change.

Please note that due to COVID-19 or similar exigent circumstances, 2026-2027 tuition and fees apply regardless of the method of instruction, including in the event instruction occurs remotely or in alternative formats for any part of the academic year.

How can payment be made?

Payment is accepted electronically over the web, or by mail/in person at Teller Services at SFS. An electronic payment may be made by students and authorized Parents & Family through Wolverine Access by selecting the Pay Now button located on the Account Inquiry page. Electronic payment may also be made from the SFS website at: sfo.umich.edu.

Payments may also be made in person or mailed to the following address:
University of Michigan
Student Financial Services
2226 Student Activities Building
515 East Jefferson Street
Ann Arbor, MI 48109-1316

Please be sure to include your student's full name and eight-digit UMID number with any payment.

I have more than one student attending U-M. Do I need multiple Friend Accounts?

No, but please be sure that each student enters the identical email address for you in Wolverine Access to enable you to have just one login.

We have not yet received a billing notice. When will we receive the bill?

Fall Term bills will be generated electronically around the middle of August, with a due date of August 31. Students may access up-to-date information in the student account on Wolverine Access. Parents and others may also access this information if authorized by the student. Students authorize access to others through Wolverine Access, as previously described in this brochure.



What are the consequences if the bill is not paid by the due date?

After the due date, a financial hold is placed on the student account plus a $30 late fee is assessed monthly. The hold prohibits future registration or issuance of a diploma.

I am enrolled in the Payment Plan and I am underbudget. What should be done?

Please be aware that Student Account shortfalls must be paid by the due date for each term. View the invoices and Student Account to determine the account status. Adjusting the Payment Plan is easy:

1) Log in to Wolverine Access
2) Select Account Inquiry
3) Select the Payment Plan tab
4) Select the View/Modify tab and follow the steps

I have purchased a Michigan Education Trust (MET) contract for my student. What do I have to do to activate the contract?

Please notify MET that your student is attending U-M. MET will then communicate with the university.

Does SFS also handle Financial Aid?

No, the Office of Financial Aid (OFA) is a separate office at the university. OFA packages all loans, grants, and scholarships. Aid disbursement passes through the student account to pay allowable educational expenses. To contact OFA, please call (734) 763-6600 or email: financial.aid@umich.edu.