



Bursar's Office

MC 120-87
Pasadena, CA 91125-0001
(626) 395-2988
FAX (626) 304-0883

FREQUENTLY ASKED QUESTIONS

Q. How do I access my bill and make an online payment?

The first statement for Fall 2021-2022 will be available in CASHNet, Caltech's online student billing system, on September 13th, 2021. Go to the Bursar's Office website for Cashnet Instructions at:
<http://bursar.caltech.edu/pay>

Q. I've been awarded financial aid by Caltech that isn't reflected on the Pre-Bill. Why is that?

If you haven't accepted your financial aid as of July 23, 2021, it will not be reflected on the Pre-Bill.

Q. I've been awarded a Kendall Loan or a Caltech Loan but haven't completed any of the documents that are required. Why are these loans appearing on this Pre-Bill?

These loans are reflected on the Pre-Bill only as a "pending" credit simply to provide a full picture of aid that you've accepted. The credit will appear on your statement when you have completed and submitted all of the documents required.

Q. I've been awarded outside scholarship(s) that are not reflected on this Pre-Bill. May I deduct the award amount from the tuition due?

Yes, the portion to be deducted for the "Outside Scholarship(s)" should be one-third of the total scholarship(s) to be received. The credit will be posted to the account when the scholarship check is received. You may contact the Bursar's Office to verify the amount if needed.

Q. My Financial Aid Award Letter indicates a "Work-Study" award that isn't reflected on the Pre-Bill. I know that I've accepted this award. Why doesn't it appear on the Pre-Bill?

Work Study represents the maximum amount you may earn in the relevant programs. After you obtain on-campus employment, work-study earnings are disbursed in payroll checks to the student (you) every two weeks for the number of hours worked. You may apply your earnings toward tuition by endorsing your checks over to Caltech in the Bursar's Office.

Q. I would like my 529 Plan, or other outside agency, to mail a check to Caltech. What address do I use?

Caltech, Bursar's Office
Mail Code 120-87
Pasadena, CA 91125-0001

Q. If I have other questions about my account or required documents not answered here, how may I contact the Bursar's Office?

You can send an email to bursardocuments@caltech.edu or leave a message on the Bursar's main line at 626-395-2988.