

CREDIT CARD CONVENIENCE FEE – FAQ

1. What are my payment options at IU Northwest?

IU Northwest is committed to providing students and their families a range of options for paying their educational expenses including e-check, check, cash and credit card. IU Northwest also offers Student Account multiple installment Deferment Plans for all terms—Fall, Spring and Summer.

2. How do I make an e-check payment?

E-check payment option is available by going to www.One.IU.edu. Then go to View/Pay Bursar bill, this will take you to CASHNet where there will be further instructions.

3. What is the Deferment Plan?

- Students who register prior to the first billing of a semester may qualify for our Deferment Plan. The minimum payment amount will include 100% of any prior term or past due charges, 100% of any optional selections (Parking, Fitness Center Fee, etc.) and approximately 25% of any currently unpaid credit hour, course related and mandatory fee charges. The minimum payment will be calculated and clearly indicated on the first bill of each term. A service charge of \$15.00* will be added to the student's next bill. Denial of the payment plan option may occur if payments are received after the payment due date (the 10th of the next month following billing).
- The second payment will be due as billed, on the second statement of each term. The balance on the account could then be paid in full or may be paid in three additional payments. Again, the minimum payment will be listed on the statement and a \$15.00* service charge will be added to the student's next bill.
- The third payment will be due as billed, on the third statement of a term. The third payment may be paid in full or may be paid in two additional payments. Again, the minimum payment will be listed on the statement and a \$15.00* service charge will be added to your next bill.
- The fourth payment will be due as billed, on the fourth statement of the term.
**Note: service charge amount is subject to change.*

A payment received that is equal or greater than the required minimum payment, and less than the total amount due, will be processed as a payment on the payment plan. In this case, the service charge will be applied to the account.

Financial aid credits, fee remissions, sponsor authorizations, etc., are already taken into consideration when determining the minimum payments.

4. What credit cards does IU Northwest accept?

Effective May 1, 2016: IU Northwest accepts MasterCard, American Express, VISA, JCB, and Discover. Credit card payments can only be made online via CASHNet through One.IU.edu and cannot be made over the phone, by mail or in-person.

5. What is the convenience fee?

2.75%* is the convenience fee established by our third party credit card processor to cover the credit card transaction fees. The University will not receive any part of the service charge.

**Note: Convenience fee percentage is subject to change.*

6. Why is a fee being charged for the use of my credit card?

IU Northwest is committed to providing students and their families a range of options for paying their educational expenses. The credit card payment method is becoming prohibitively expensive because of the fees to IU Northwest for credit card transaction processing. This expense is paid by University tuition revenues and therefore reduces the tuition dollars available for academic programs and services for all students. In an effort to contain costs, the University has made this decision to pass along the cost of using credit cards to students/payers, effective May 1, 2016.

7. Is there any way I can avoid paying a convenience fee?

You can avoid paying the 2.75%* convenience fee by paying online with an e-check, an electronic debit to your checking or savings account. You may also pay by personal check sent via U.S. Mail and made payable to IU Northwest and addressed to: IU Northwest Lockbox, Payment Processing Center, PO Box 7238, Indianapolis, IN 46206-7238. If you're on campus and want to pay by check, you can visit the Office of the Bursar in Hawthorn Hall, Room 109, Monday and Thursday, 8am - 6pm, Tuesday, Wednesday and Friday, 8am-5pm. Always remember to include your campus ID number on the check. **Note: Convenience fee percentage is subject to change.*

8. If I make a credit card payment in error will my convenience fee be refunded?

No. The convenience fee is not refundable, even if the payment to which it relates is cancelled, refunded, credited or charged back.

9. If I use my debit card to pay my student account charges, will I be charged the convenience fee?

Yes. If you use your debit card to pay your student account charges, you will be charged the 2.75%* convenience fee. For checking or savings account debits, please use the e-check option to avoid paying the convenience fee. **Note: Convenience fee percentage is subject to change.*

10. Will the convenience fee that I am charged be included on my university student account statement?

No. The convenience fee is a fee assessed by a third party company, *in addition* to the payment on the student account.

11. How will this appear on my credit card statement?

Two separate transactions will appear on your credit card statement. One transaction for the student account payment and one transaction for the convenience fee. The transaction for the student account payment will appear as “Bursar Web Payment” and the transaction for the convenience fee will appear as a separate transaction.

12. Will other areas at IU Northwest also be charging the convenience fee?

At this time, this change only applies to payments made on a student account. *Note: Application fees are not on the student account.*

13. What if I’m getting a refund for tuition and fees, because of a credit balance on my student account and I paid my account with a credit card?

The University is required to refund any overpayments made by credit card back to the credit card account. The convenience fee will not be refunded.

14. What if I make a credit card payment for more than I owe on my student account?

The third-party payment system will not allow payments for more than the account balance.

15. Will other IU campuses also be charging a convenience fee for credit card payments?

Yes, this policy applies to all IU campuses.

16. Are other Universities charging a convenience fee for credit card transactions?

Yes. Credit card convenience fees are not unique to IU Northwest. Many other schools such as Purdue University, University of Minnesota, Michigan State, and Wayne State currently charge convenience fees for credit card transactions.

17. How do I make a credit card payment?

The credit card payment option is available by going to www.One.IU.edu. Then go to View/Pay Bursar bill. This will take you to CASHNet where there will be further instructions.

18. How will I know if my payment is approved?

When credit card payments are approved an online confirmation receipt is issued by the third-party payment processor to the email address you specify.

19. What happens if I make a mistake when I enter my credit card information online?

If a credit card number or other personal information is entered that is inconsistent with your credit card account, the payment will be rejected immediately. If the payment is rejected, you

will be told that your payment has been rejected. You will be able to view all past rejected payments in your transaction history.

20. Can I make a credit card payment over the phone?

Credit card payments cannot be made over the phone or via mail. This is a security measure to ensure confidentiality of your payment information.

21. Can I pay in person using a credit card?

Credit card payments can be made at any internet-accessible device. If you're on campus and want to make a credit card payment, you can access the internet at one of the various public computer stations on campus.

22. Often I receive checks from my credit card company. Can I use the routing number and account number on these checks to make an electronic check (e-check) payment?

No. The credit card companies will not honor this type check used electronically. The payment will be returned as "account not found". You may use this type of check to pay via U.S. Mail and made payable to IU Northwest and addressed to: IU Northwest Lockbox, Payment Processing Center, P O Box 7238, Indianapolis, IN 46206-7238. If you're on campus and want to pay by check, you can or visit the Office of the Bursar in Hawthorn Hall, Room 109, Monday and Thursday, 8am - 6pm, Tuesday, Wednesday and Friday, 8am-5pm. Always remember to include your campus ID number on the check. The convenience fee will not be assessed on this type of payment.

23. Is this convenience fee contradictory to the MasterCard policy stated on their website?

No, although there is a section, 5.9.2, on the MasterCard website that could be interpreted as contradictory. Clarification is found in the "program summary" on MasterCard Worldwide Convenience Fee Program flyer. It reads: "MasterCard has put in place a convenience fee program for participating pre-certified government and education entities, or their third-party agents. Participants in the program will be permitted to assess a convenience fee for MasterCard transactions, whether conducted in person, Internet, phone, mail or kiosk, versus other forms of payment, such as cash, check, Automated Clearing House (ACH), and Personal Identification Number (PIN) based debit, provided that the conditions set out below are satisfied."

24. Is charging a convenience fee legal?

Yes, it is legal for our third-party credit card processor, CASHNet, to charge a convenience fee. CASHNet has provided a document, summarizing the compliance considerations for each of the card networks.