CREDIT CARD CONVENIENCE FEE as of May 1, 2016

Indiana University is committed to providing students and their families a range of options for paying their educational expenses including e-check, check, cash, and credit/debit card. The credit/debit card payment method is becoming prohibitively expensive because of transactions fees charged to the university. In order to continue to accept credit/debit cards, payments made with MasterCard, Discover, VISA, JCB and American Express on student accounts at IUSB will be assessed a 2.75% “convenience fee” by the third party vendor on the payment amount effective May 1, 2016. You may continue to make payments via e-checks, checks and cash without a convenience fee. In addition, IUSB has a deferment plan offered by the billing system to assist with payment options for students and their families.

Note: the 2.75% rate is subject to change.

As of May 1, 2016

- This change is for credit/debit card payments on student accounts at all IU campuses. Note: Application Fees are not on the student account.
- Credit/debit card payment option will be available only as an online service via IU Bursar Pay. IUSB will not accept credit/debit card payments for student account payments through the mail, in person, or over the phone.
- Students/payers who choose the credit/debit card option to pay a student account will be charged a non-refundable, per transaction service charge of 2.75% of the payment amount by the third party vendor. For example, a $500 payment with a credit card will be assessed a $13.75 convenience fee by the CASHNet service. The service charge will appear separately on the credit card holder’s credit card statement. Note: the 2.75% rate is subject to change.
- Credit/debit card payments may be made with MasterCard, Discover, VISA, JCB and American Express.
- All costs for choosing to pay with a credit/debit card must be assumed by the student/authorized payer. The University does not receive, nor will it underwrite, any portion of the service charge.
- The service charge from CASHNet is in addition to the interest rate charged by the credit card company.

While this is a change for our IU community we are working to maximize alternative payment methods for our students in the most efficient manner. This change will allow us to continue to offer payments via credit/debit cards on student accounts to those who choose that method without requiring all students to subsidize this payment method.

1. What are my payment options at IUSB?

IUSB is committed to providing students and their families a range of options for paying their educational expenses including e-check, check, cash, GlobalPAY and credit/debit card. IUSB also offers a Deferment Option for the Fall, Spring and Summer terms.
2. How do I make an e-check payment?
   E-check payment option is available by going to www.one.iu.edu. In the search box type “View/Pay Bursar Bill”. Click the icon and follow the instructions.

3. What is the Deferment Option?

   - Students who register prior to the first billing of a semester may qualify for our Deferment Option. The deferment payment amount will include 100% of any prior term or past due charges, 100% of any optional selections and approximately 25% of any currently unpaid credit hour, course related and mandatory fees and current term housing charges. The deferment payment will be calculated and clearly indicated on the first bill of each term.
   - A Deferment Service Charge of $15.00* will be added to the student's next bill. Denial of the deferment option may occur if payments are received after the payment due date (the 10th of the month following the e-bill).
   - The second payment will be due as billed on the second statement of each term. The balance on the account could be paid in full or may be paid in two additional payments. Again, the deferment payment will be listed on the statement and a $15.00* Deferment 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 one additional payment. Again, the deferment payment will be listed on the statement and a $15.00* Deferment Service Charge will be added to the student's next bill.
   - The fourth payment will be due as billed on the fourth statement of the term.
   - A payment received that is equal to or greater than the required deferment payment, and less than the total amount due, will be processed as a payment on the deferment 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 deferment payments.

   *Note: Deferment service charge amount is subject to change.

4. What credit cards does IUSB accept?

   IUSB accepts MasterCard, American Express, VISA, JCB and Discover. Credit/debit card payments can only be made online via IU Bursar Pay and cannot be made over the phone, by mail or in-person. Credit/debit card payments will be assessed a convenience fee.

5. What is the convenience fee?

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

   *Note: Convenience fee (service charge) percentage is subject to change.
6. Why is a fee being charged for the use of my credit/debit card?
IUSB is committed to providing students and their families a range of options for paying their educational expenses. The credit/debit card payment method is becoming prohibitively expensive because of the fees to IUSB for credit card transaction processing. This expense was paid by University tuition revenues, thereby reducing the tuition dollars available for academic programs and services for all students. In an effort to contain costs, IUSB has made this decision to pass along the cost of using credit/debit 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 Indiana University and addressed to: IUSB Lockbox, Payment Processing Center, PO Box 7239, Indianapolis, IN 46206-7239. Always remember to include your university ID number on the check.
*Note: Convenience fee (service charge) percentage is subject to change.

8. If I make a credit/debit 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 (service charge) 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. The convenience fee will not appear on your student bursar account statement.

11. How will this appear on my credit card statement
One transaction will appear on your credit card statement if you pay by MasterCard, Discover or American Express. The transaction will include the payment made to IUSB and the convenience fee charged by the vendor. If paying by VISA, there will be one transaction for the bursar account payment and one transaction for the convenience fee. Note: For tax purposes keep the transaction receipts. Do not rely on the credit card statements since it will include the convenience fee.

12. Will other areas at IUSB also be charging the convenience fee?
At this time, this charge applies only to payments made on a bursar account. Note: Application fees are not on the bursar account.
13. What if I’m getting a refund for tuition and fees, because of a credit balance on my bursar account and I paid my account with a credit/debit 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/debit 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. Are other universities charging a convenience fee for credit/debit card transactions?
   Yes. Credit/debit card convenience fees are not unique to IUSB. Many other schools such as Purdue University, Ball State University, University of Minnesota, Michigan State, and Wayne State currently charge convenience fees for credit/debit card transactions.

16. How do I make a credit/debit card payment?
   Credit/debit card payment option is available by going to www.one.iu.edu. In the search box type “View/Pay Bursar Bill”. Click the icon and follow the instructions.

17. How will I know if my payment is approved?
   When credit/debit card payments are approved an online confirmation receipt is issued by the third-party payment processor to the email address you specify.

18. 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 notified that your payment has been rejected.

19. Can I make a credit/debit card payment over the phone?
   Credit/debit card payments cannot be made over the phone. This is a security measure to ensure confidentiality of your payment information.

20. Can I pay in person using a credit/debit card?
   No. Credit/debit 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.

21. 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 of 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 (see question 8 for mailing instructions). The convenience fee will not be assessed on this type of payment.