

PLNU e-Payment – Frequently Asked Questions (page 1)

Effective July 1, 2008, Point Loma Nazarene University (PLNU) will no longer accept credit card payments for tuition and fees by phone, fax, or mail. Instead, PLNU has contracted with CASHNet to enable students and parents to pay their student account fees by credit card or electronic check via the Internet.

- The payment process is fast, easy and secure
- There are no service fees for payments by Electronic Check (eCheck)
- CASHNet assesses a convenience fee of 2.75% for American Express, MasterCard, Discover and Diner's Club payments (VISA CREDIT CARDS ARE NOT ACCEPTED)
- PLNU will continue to accept payments by check through the mail or in person

Q. What is CASHNet?

A. CASHNet is one of the leading providers of electronic payment solutions for universities and colleges. PLNU has contracted with CASHNet to enable students and other authorized payers to pay student account fees online, including tuition, room and board, health insurance, course fees, and other miscellaneous charges. The CASHNet system eases the payment process by allowing payments to be made at any time and from any location with Internet access.

Q. What are the advantages of using CASHNet?

- A. This service makes paying tuition and fees more convenient in many ways:
1. Faster payment via Internet – no need to call, stop in, or mail a check
 2. Make payments any time, 24/7
 3. Comfort of knowing your payment has been made through a trusted and secure service provider

Q. How secure is my personal and financial data with CASHNet?

A. CASHNet is compliant with federal laws and regulations regarding data security, including PCI, FERPA and GLB. CASHNet employs a multi-level approach to prohibit unauthorized access to data, both in the database and in transmission. Encryption technology is used in the transmission of all data. Access is granted to the system through your portal authentication and is controlled by the use of security profiles. Finally, a “written-in-ink” transaction history assures that a clear and concise audit trail is produced.

Q. What payment methods does CASHNet accept?

A. American Express, Discover, MasterCard, Diner's Club and electronic checks are accepted, including credit and PIN-less debit cards. (VISA CREDIT CARDS ARE NOT ACCEPTED)

Q. Why can't I use my VISA?

A. VISA only allows a flat fee to be assessed for each transaction, not a percentage-based convenience fee. As an example, a percentage-based fee schedule would charge \$5.50 on a \$200 transaction and a \$55 fee on a \$2,000 transaction. VISA's flat fee method would require the same \$55 fee to be charged regardless of whether the transaction is \$200 or \$2,000. VISA's method of charging a flat fee would be a disadvantage to many credit card customers since including VISA as an option would have required that a flat fee be assessed for all transactions regardless of the type of credit card used.

Please note that VISA cards are still accepted at the university bookstore and other locations on campus but will not be accepted for charges that appear on a student's account.

Q. Why is there a convenience fee for the use of my credit card?

A. CASHNet charges a nonrefundable 2.75% convenience fee to cover the administrative costs of processing the transaction. This fee is not charged by or paid to Point Loma Nazarene University. The convenience fee is assessed to cover operating costs and other costs associated with servicing a large volume of credit card transactions.

Q. Will there be a fee charged when paying by eCheck?

A. No, there is no fee assessed to pay by electronic check (eCheck). The 2.75% convenience fee is only charged when using a credit or debit card to make a payment. As an incentive for students/parents to use CASHNet's eCheck payment option, PLNU will pay the charge for the eCheck service.

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Q. What are the steps to make a payment online?

A. Students:

1. Go to my.pointloma.edu
2. Login using your username and password
3. Under the "Financial Services" section, click on "Current Statement of Account" (to make a payment for a current semester) or click on "Forecasted Statement of Account" (to make a payment for a future semester if you have already registered for classes)
4. Scroll to the bottom of the selected statement and click on "Make a Payment"
5. Follow the instructions to make a payment

A. Parents or Authorized Payers:

1. First, your student MUST give permission for you to have access to financial information and to be an authorized payer in the "Information Releases" section of his/her student portal
2. Next, go to my.pointloma.edu
3. Login using your username and password (OR, if you do not have a username and password, click on "Create an Account" on the left side of the page and follow the instructions)
4. Click on "Parents" at the top of the page
5. Click on "Account Information" on the left side of the page
6. You will see the name of the students who have granted you permission to view and pay their accounts. Click on the appropriate student name and follow the instructions to make a payment (if there are no names showing, you will need to contact the student to grant you permission through his/her student portal account).

Q. Will I receive a confirmation of my online payment?

- A.** Yes. You will be provided a confirmation receipt at the end of the transaction, which you may choose to print. In addition, a receipt will be sent by e-mail to the address provided during the payment process.

Q. Can I still make a payment by check without using the online payment system?

- A.** Yes, PLNU will still accept payment by check through the mail or in person at the Cashier's window. Cash payments are also accepted at the Cashier's window.

Q. Why won't PLNU accept my credit card in person, at the Cashier window, or by phone or fax?

- A.** The merchant fees that PLNU pays to accept credit card payments have increased every year and have become prohibitively expensive (nearly \$300,000/year). In addition, data security of credit card and personal information has become an extremely critical issue. For these reasons, effective July 1, 2008, PLNU contracted with CASHNet to accept and process all credit card payments via the Internet. This change means that PLNU can no longer accept payments directly from students or parents for tuition and fees.

Q. Does the university have an installment payment plan?

- A.** Yes, you may pay your school bill with the Tuition Management Systems (TMS) Monthly Payment Plan, available for an annual fee of \$75. Enroll at www.afford.com or by calling (800) 343-0911.

Q. If I have questions about the CASHNet online payment system, who do I call?

- A.** If you have general questions about the new online payment system or about charges on your student account, please contact the PLNU Student Financial Services office at (619) 849-2538 or at sfs@pointloma.edu. Their office is located in Draper Hall and is open from 8 a.m. to 4:30 p.m., Monday through Friday.

If you have questions about an online payment that does not appear on your credit card or bank statement, please contact your credit card company or bank first.

If you are trying to make a payment on the CASHNet system and are having technical difficulty, please contact the CASHNet Customer Service Help Desk at (800) 339-8131.