

Credit/Debit Card Nonrefundable Processing Fee FAQs

Q. Why is the University charging a nonrefundable processing fee for making a payment using my credit/debit card?

A. *The credit/debit card payment nonrefundable processing fee is being assessed by our third party payment processor, TouchNet. The University of Memphis is committed to providing students a range of options for paying their educational expenses. The costs associated with processing credit/debit cards continue to grow each year, and the University still want to continue to offer the option to pay by credit/debit card. The University of Memphis **does not** receive any part of the nonrefundable processing fee.*

Q. Is there a nonrefundable processing fee for using a credit or debit card for student account payments?

A. *Card users are assessed a separate, non-refundable processing fee of 2.85% of the payment amount (\$3 minimum fee)—at the time of each credit or debit card payment for student account charges. The non-refundable processing fee is assessed by our third-party processor, Touchnet and not by the University of Memphis, and will be included with your total payment amount on your credit/debit card statement. For checking or savings account debits, please use the e-check option to avoid paying the nonrefundable processing fee.*

Q. How can I avoid paying the nonrefundable processing fee?

A. *You can avoid the 2.85% nonrefundable processing fee by using the following payment methods:*

- *eChecks - An ACH transfer from your bank account can be processed online through the student's SOAR account. Log in to TigerExpress> Click on Account\$> Click on View/Pay Fees to make your online payment. You will need your bank's routing number and your bank account number to complete your electronic check payment.*
- *Paper Checks - Paper checks may be mailed to the University of Memphis, P.O. Box 1000, Dept 313, Memphis, TN 38148-0313.*
- *Cash, checks, money orders and cashier's checks will continue to be accepted in person at the USBS Office located in 115 Wilder Tower on the University of Memphis campus for the hours of 8 a.m. – 4:30 p.m. Monday thru Friday. Before or after-hour payments can be placed in the secured depository slot outside the USBS Cashier Office.*

B. Can I make a credit/debit card payment over the phone or via fax?

A. *We no longer accept credit/debit card payments over the phone or via fax. Credit/debit card payments made online provide added security and confidentiality for our students.*

Q. Can I make a credit/debit card payment in person at the USBS Office?

A. *We no longer accept credit/debit card payments at the counter in the USBS Office.*

Q. What credit/debit cards are accepted for payment on my student account?

A. The University accepts VISA, MasterCard, Discover and American Express.

Q. Why is there a nonrefundable processing fee 2.85% or \$3 minimum?

A. The 2.85% (\$3 minimum) nonrefundable processing fee is the amount established by our third-party credit/debit card processor, TouchNet, to cover the credit/debit card transaction fees assessed by credit/debit card companies.

Q. Do other universities charge a nonrefundable processing fee for credit/debit card transactions?

A. Yes. Many other private and public universities have been charging credit/debit card nonrefundable processing fees for quite some time.

Q. If I make a credit/debit card payment in error will my nonrefundable processing fee be refunded?

A. The 2.85% (\$3 minimum) nonrefundable processing fee is non-refundable, even if the payment to which it relates is canceled, refunded, credited or charged back. Any nonrefundable processing fee disputes must be taken directly to your credit/debit card company.

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

A. UofM is required to refund any overpayments made by a credit/debit card back to the credit/debit card company. The nonrefundable processing fee will not be refunded for the portion overpaid.

Q. Will the nonrefundable processing fee be included on my student account statement?

*A. The nonrefundable processing fee is assessed by our third-party processor, TouchNet, therefore, the nonrefundable processing fee for credit/debit card payments **will not** appear on your student account. Two separate transactions appear on your credit/debit card statement-one transaction for the student account payment and one transaction for the nonrefundable processing fee.*

Q. How will this appear on my credit/debit card statement?

*A. The payment will appear as one transaction; your payment amount plus the 2.85% (\$3 minimum) nonrefundable processing fee. This transaction will have a description of **"PayPath Payment Service Fee"***