



Dear Students and Families,

The University is committed to keeping tuition and mandatory fees low and in order to continue this strategy, we need to reduce the cost of doing business wherever possible.

In our efforts to provide our students with a cadre payment options while maintaining and reducing the cost of doing business, the University has contracted with TouchNet, a third-party company, to provide credit/debit card processing services for student accounts via their PayPath system. Through this service, those who wish to remit their payment via a credit/debit card are afforded additional levels of security and confidentiality.

For this service, TouchNet will be assessing a 2.85 percent nonrefundable processing fee (minimum \$3.00 charge) to cover the credit/debit card transaction costs assessed on all credit/debit card student account transactions. This change is effective January 2, 2019.

This change will include the following:

- A 2.85% (\$3 minimum) *nonrefundable processing fee* will be added by TouchNet to all credit and debit card payments for student accounts. For example, a \$1,000 payment to the university will result in a \$1,028.50 charge to your credit/debit card.
- Credit and debit card payments will no longer be accepted over the phone, by mail, fax or in person. There will be payment kiosks located in the Bursar's cashier lobby for students on site who wish to pay by debit or credit card and the nonrefundable processing fee will be charged for these transactions.

Please note that the credit/debit card nonrefundable processing fee only applies to student account payments made via credit/debit card. Additional services, such as the bookstore, coffee shop, and Marketplace, are not included.

As an alternative payment option, any Web payments made via an e-check (ACH) from a checking or savings account will continue to be accepted without any nonrefundable processing fee.

The University will continue to offer the following payment alternatives at no charge:

- eChecks – An ACH transfer from your bank account can be processed online through a student's TigerExpress account.
- Paper checks – Paper checks may be mailed to The University of Memphis, P.O. Box 1000, Dept 313, Memphis, TN 38148-0313.
- The University & Student Business Services' Office will continue to **accept cash, checks, money orders and cashier's checks in person** during normal business hours. Our office is located in 115 Wilder Tower on the University of Memphis campus.

If you have questions about this change or any of the payment options available, please visit the University & Student Business Services' website at <https://www.memphis.edu/usbs/fees/creditcardfee.php> or call 901.678.2712.

Sincerely,

Gregory D. Atkins
University Bursar



Bursar's Office

[memphis.edu/bursar](https://www.memphis.edu/bursar)