

# **Credit Card Acceptance: Frequently Asked Questions**

Tuition and fees are due by the close of business approximately two weeks before classes begin each semester. Stetson University will accept credit cards for payment of tuition, fees, campus housing, and other educational expenses, but permissible use is limited and subject to a convenience fee. These *Frequently Asked Questions* have been developed to help you make an informed decision about whether to use credit cards to pay educational expenses.

## **GENERAL INFORMATION**

### **Why did Stetson University decide to move in the direction of charging a fee for the use of my credit card?**

Stetson University is committed to providing students and their families a range of options for paying for their educational expenses. The credit card payment method is becoming prohibitively expensive because of the fees to SU for credit card transaction processing. This expense is paid by the University tuition revenues and therefore reduces the tuition dollars available for academic programs and services for all students. Therefore, a convenience fee on credit card transactions in the amount of 2.5% will be charged. This will allow SU to pass along the fee to only the students choosing to pay with a credit card, rather than raising tuition for all to cover the cost of fees.

### **What costs may I pay by credit card?**

You may use Visa, MasterCard, Discover, and American Express to pay tuition, fees, campus housing, and other education expenses that appear on your Stetson University student account. Permitted uses include, but are not limited to, late fees, fines, and parking tickets. *A convenience fee will be charged for these transactions.*

The vendors who run Stetson University's Bookstore and food-services operation will accept Visa, MasterCard, Discover, and American Express and will not charge a convenience fee for these uses.

### **May I pay educational expenses that appear on my student account with a debit card?**

Yes. You may pay with a Visa, MasterCard, Discover, or American Express debit card. Because all debit cards will be processed as a credit card, a convenience fee will be charged for each transaction. *If you have funds available, you may want to consider writing a check, or use our echeck method of payment instead, to avoid the convenience fee.* The rules and procedures that apply to credit cards also apply to debit cards.

### **Must I appear in person to use my credit card?**

No. All credit and/or debit card and echeck payments for tuition and fees must be processed online. The link is: <https://secure.stetson.edu/forms/administration/student-accounts/payment> and will be accessible through Banner web. No credit card payments for tuition can be made in the Bursar's Office or by phone.

### **Is there a minimum or maximum amount I can charge on my credit card?**

The minimum is \$1. You may charge up to your credit card limit.

## CONVENIENCE FEES

### **How much is the convenience fee and how do I pay it?**

As a condition of using your credit card to pay charges on your student account, you will be required to pay a separate, nonrefundable convenience fee that will equal 2.5% of the payment amount. This amount must be paid at the time of each credit card use.

### **Is the convenience fee refundable?**

No. Any convenience fee dispute must be taken directly to your credit card company.

### **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.

### **Will the convenience fee appear on my student account?**

No. The fee is assessed at the time you process your credit card payment online. You will have the opportunity to print a receipt for the online transaction that includes the convenience fee.

### **Does Stetson University generate revenue from this convenience fee?**

No. State law permits (and Stetson University charges) a fee up to the amount charged by the credit card companies to Stetson University. Stetson University simply receives full tuition and fees due and offsets the charges imposed by the credit card companies with the convenience fee.

## OVERPAYMENTS, REFUNDS, AND CHARGE REVERSALS

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

If you make a credit card payment for more than the outstanding balance on your student account, Stetson University is required to refund any overpayment back to the student. In addition, the convenience fee will not be refunded for the portion overpaid. As noted above, convenience fee disputes must be taken directly to your credit card company.

### **I withdrew or took a leave of absence just after the semester began and should receive a partial refund of tuition and fees. How will my partial refund be processed if I paid with a credit card?**

Refunds for tuition and fees initially paid by credit card will be refunded to the student. The convenience fee will not be refunded.

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