Credit and Debit Card Transaction Fee FAQ

Beginning June 1st, 2016, credit and debit card payments for student accounts will no longer be accepted in person at the Bursar’s Office or via telephone. Credit and debit card payments will only be accepted on UAonline.

Below are some Frequently Asked Questions about the credit and debit card transaction fee.

1. Why is a transaction fee added for credit/debit card payments?
2. How can someone else make a payment on my account?
3. Why can credit/debit card payments for student account charges only be accepted online?
4. Is there a fee for using a credit or debit card for student account payments?
5. Can I make payments on my student account by cred/debit card?
6. Why can’t I see the transaction fee charge on my student account?
7. Is the transaction fee refundable?
8. How can I pay my student account and avoid the transaction fee?
9. Will UAF accept credit/debit card payments for non-student account charges?
10. Will I be able to schedule a payment to a credit/debit card for a Payment Plan?
11. What credit/debit cards can I use to pay student account charges?

1. Why is a transaction fee added for credit/debit card payments?
   • The convenience fee charged by PayPath covers the cost of processing credit and debit card payments. Please note: UAF will not receive any part of the convenience fee.
   • Because of the current budget reductions at UAF, it is no longer feasible for the university to absorb the cost of processing credit cards.
   • It is UAF’s goal to keep costs down while continuing to provide outstanding academic programs and services. This change in payment policy will permit the Office of the Bursar to subsidize costs and avoid potential increases to all of our students, while continuing to provide other no-cost options for student tuition and fee payment.
2. How can someone else make a payment on my account?

- Students can give others the ability to make payments on their student accounts by making others “Authorized Users” on UAonline.
- How to make someone an Authorized User on UAonline:
  - Log into UAOnline (https://uaonline.alaska.edu/)
  - Click on “Student Services and Account Information:
  - Click on “Student Account”
  - Click on “Update Payment Profile”
  - Click on the red “Click Here” link to change your payment profile
  - You will be directed to the secured TouchNet epay website. Enter your UA ID number and pin number to log in.
  - On the top page bar, put your cursor over “My Account” and select “Authorized Users”
  - Click on “Add Authorized User” and enter the email address of the person you would like to authorize to view/make payments on your account
  - Choose whether you would like them to view your payment history or not and continue
  - Agree to the authorization
  - Success! The authorized user will receive an email with a password that they can use to access JUST the payment side of your account

3. Why can credit/debit card payments for student account charges only be accepted online?

- Credit and debit card charges for student account payments will be processed by PayPath, (not UAF). Because, PayPath will now process credit and debit card transactions, UAF will no longer accept credit and debit card payments in person, by mail, or over the phone.
- The free payment options available are check, cashier's check, money order, cash, and ACH (electronic web checks).
- It is UAF’s goal to keep costs down while continuing to provide outstanding academic programs and services. This change in payment policy will permit the Office of the Bursar to subsidize costs and avoid potential increases to all of our students, while continuing to provide other no-cost options for student tuition and fee payment.

4. Is there a fee for using a credit or debit card for student account payments?

- Beginning June 1st, 2016, card users will be assessed a separate, non-refundable convenience fee—2.75% of the payment amount ($3 minimum fee)—at the time of each credit or debit card payment on the student account.
The non-refundable convenience fee will be assessed by PayPath and will appear as a separate charge on your credit card statement, and will not be reflected on your student account.

5. Can I make payments on my student account by credit/debit card?
- Yes, however, credit and debit card payments are only accepted online through UAonline.
- Beginning June 1, 2016, UAF will no longer accept credit or debit card payments by mail, in person, or over the phone, for student account payments.
- Computers are available in many buildings on campus for online bill payment.
- Credit and debit card payments are not processed by UAF. PayPath, a secure third-party payment service provider, processes online credit and debit card payments for tuition and other student account charges.

6. Why can’t I see the convenience fee charge on my student account?
- The convenience fee is assessed by PayPath, not UAF, so it will not appear on your student account. The convenience fee will appear as a separate charge on your credit card statement.

7. Is the convenience fee refundable?
- The 2.75% convenience fee is non-refundable. Any convenience fee disputes must be taken directly to your credit card company.

8. How can I pay my student account and avoid the convenience fee?
- E-Check payments from checking and savings accounts will continue to be accepted online by UAF via UAonline without a convenience fee.
- UAF will continue to accept check payments via mail and both cash and check payments in person at the Office of the Bursar in Signers' Hall. Please do not send cash through the mail.
- All the free payment options available are check, cashier’s check, money order, cash, and ACH (electronic web checks).
- Please note that a $30 charge and a hold will be placed on your account for returned checks. This will prevent you from registering, viewing grades, receiving transcripts, and graduation activity.
- Talk to the Financial Aid office as early as possible to see what other financial option might be available to you.
9. Will UAF accept credit/debit card payments for non-student account charges?
   - UAF will continue to accept most major credit cards and debit card payments without a convenience fee for non-student account payments, such as enrollment deposits, donations, athletic tickets, alumni events, etc.

10. Will I be able to schedule a payment to a credit/debit card for a Payment Plan?
   - Yes. Credit or debit cards can be used to schedule a payment for a Payment Plan through UAonline (the 2.75% fee will be applied)

11. What credit/debit cards can I use to pay student account charges?
   - You may make student account payments via PayPath on UAonline with most major credit and debit cards.
   - Additional options that may incur a fee not payable to the university: Wire Transfers, Flywire (previously peerTransfer)- International Tuition Payments.