

# THE GEORGE WASHINGTON UNIVERSITY

## STUDENT ACCOUNTS OFFICE

### CREDIT-CARD PAYMENT FAQ

Effective August 10, 2016, George Washington University will credit card payments through the Student Accounts eBill system.

This document serves as a list of answers to frequently asked questions about this new option. *Click on links to expand.*

#### HOW DO I USE A CREDIT CARD TO MAKE PAYMENTS TO MY STUDENT ACCOUNT?

- Credit card payments are only accepted online through the Student Accounts Office (accessible via eBill) and every credit card payment will incur a PayPath Payment Service Fee of 2.95% of the transaction amount or \$3.00 minimum fee.
- George Washington will no longer accept credit card payments by mail, in person, or via fax for student account payments (from the limited groups of students who were previously eligible to pay by credit card)
- Credit card payments are not processed by George Washington. PayPath, a secure third-party payment service, processes online credit card payments for tuition and other student account charges on behalf of George Washington University
- The non-refundable service fee will be assessed by PayPath and will appear as a separate charge on your credit card statement

#### ARE THERE ANY FEES ASSOCIATED WITH THE CREDIT CARD PAYMENT OPTION?

- Yes, when making a credit card payment, Heartland Payment Services will assess the card holder a non-refundable PayPath Service fee of 2.95% of the transaction amount. The minimum PayPath Service Fee is \$3.00. This fee will appear on the cardholder's monthly statement as a separate transaction. The Service fee will not appear on your student account.

#### WHY IS A FEE ADDED FOR CREDIT CARD PAYMENTS?

- The PayPath Service Fee charged by Heartland Payment Services covers the cost of processing credit card payments
- George Washington University does not receive any proceeds from the service fee

## WHAT PAYMENT METHODS CAN BE USED TO AVOID THE PAY-PATH SERVICE FEE?

- eCheck payments from checking and savings accounts submitted online by via Student Accounts Office (accessible via eBill)
- Paper check payments mailed to this address:
- **The George Washington University  
Student Accounts Office  
45155 Research Place, Suite 250  
Ashburn, VA 20147**
- Instructions for send payments via wire transfer are available [here](#)
- More information on all of our payment options can be found [here](#)

## WHAT CREDIT CARDS CAN I USE TO PAY MY STUDENT ACCOUNT CHARGES?

- MasterCard, Discover, Visa and American Express
- Other cards that are accepted include Diners Club, JCB, and China Union

## WHY CAN'T I SEE THE PAYPATH SERVICE FEE CHARGE ON MY STUDENT ACCOUNT?

- PayPath, not George Washington University, assesses the PayPath Service Fee, so it will not appear on your student account
- The PayPath Service Fee will appear as a separate charge on your credit card statement

## IS THE PAYPATH SERVICE FEE REFUNDABLE?

- The 2.95% PayPath Service Fee is non-refundable, even if the student account payment to which it relates is canceled, refunded, credited, or charged back
- Any PayPath Service Fee disputes must be taken directly to your credit card company

## WHAT IF I AM DUE A REFUND, HAVING PAID WITH A CREDIT CARD?

- George Washington is required to refund any overpayments made by a credit card back to the credit card account used to make the payment
- **The PayPath Service Fee will not be refunded for the portion overpaid**

## CAN PAYMENT PLAN INSTALLMENTS BE SCHEDULED USING A CREDIT CARD?

- Yes. Credit cards can be used to schedule a payment for a payment plan installment however scheduling credit card payments through the eBill systems does not constitute a payment plan and will not prevent interest and late fees if your balance is not paid by the start of the semester or upon registration. Official payment plans must be set up through your Student Account eBill.
- Credit card information will not be stored for use beyond any payments scheduled at the time of plan enrollment. If you sign up for a plan in a future semester, or wish to make any additional payment(s) to your account at a later date for charges not included in the payment plan, you will have to re-enter your credit card information

## DO OTHER UNIVERSITIES CHARGE PAYPATH FEES FOR CREDIT CARD PAYMENTS?

- Yes. George Washington's peer institutions either accept credit card payments only with a processing fee, or do not accept credit card payments at all
- George Washington University is offering payment by credit card as an option because we believe in the highest degree of flexibility for our students and their authorized users, and we believe that our students and their authorized users are financially savvy enough to know when payment by credit card is the right option for them

## WHAT SHOULD I CONSIDER BEFORE MAKING A DECISION TO PAY BY CREDIT CARD?

- The PayPath Service Fee of 2.95% will almost invariably be a greater cost than any benefit (points, cash back) that is awarded by your card company
- The PayPath Service Fee is not the rate at which you will pay interest on the balance due on your credit card. It is a one-time charge on top of the payment amount that will be added to your credit card balance
- You may be able to obtain a federal or private student loan that compares extremely favorably to carrying credit card debt. Please contact your financial aid office for more information
- Credit card interest rates can vary greatly. Review your card agreement and determine whether any promotional interest rate applies, for how long, what your standard interest rate is, and what the penalty interest rate is
- Paying by electronic check is the same as paying by debit card for users with US-based checking or savings accounts (both are direct debits to your bank account), but paying by electronic check does not incur the service fee
- Credit card payments are confirmed at the time of payment, much like wire transfers and cashier's checks (and unlike electronic checks and paper checks)

## WILL MY EMPLOYER OR SPONSOR BE ABLE TO PAY BY CREDIT CARD?

- Yes, but only if the employer has been set up as an authorized user or third party billing source. Further instructions for establishing an authorized user, and instructions for authorized users to make payment are available [here](#)
- No changes are being made to the third party payment processing
- Information for employer or sponsor payments and third party billing can be viewed [here](#)

## AM I ABLE TO SCHEDULE FUTURE PAYMENTS?

- No, the payment system requires that the card holder verify the **total payment amount** (*payment + PayPath Service Fee*) at the submissions of each transaction.

## AM I ABLE TO USE PRE-PAID OR LOADED CARDS?

- Yes, you are able to use any card affiliated with a major card company however, the **total payment amount** (*payment + PayPath Service Fee*) must already be on the card. The PayPath Service Fee and payment amount will be charged together and cannot be paid separately.