

## PAU Business Office Payment Policies FAQs

Palo Alto University (PAU) instituted Payment Policies starting academic year 2018-2019. The student assumes responsibility for payment of the charges for educational services, which may include tuition, student health insurance, and other Palo Alto University charges for any and all periods of enrollment at the University.

We hope the frequently asked questions (FAQs) listed below provide the answers you need. If the answer to your question is not listed, please contact Bursar Jasmine Su at [BURSAR@PALOALTOU.EDU](mailto:BURSAR@PALOALTOU.EDU)

### **What is the late payment fee on MyPAU Account Statement?**

As stated in PAU's Payment Policies, the student assumes responsibility for payment of the charges for educational services. To encourage prompt payment, the University assesses a late fee of 1.5% per month on the past due amount if payment is not received by the due date for the current quarter. **Late payment fees are posted to the Student's account on the first day of the following month.**

In addition to the late fee, the University will place a "hold" on the student's account, which prohibits future registrations and restricts the release of diplomas.

### **How is the late payment fee calculated?**

The late fee is assessed daily and it is posted at the end of the month. Any balances not paid may be assessed a late fee of one and one-half (1.5%) percent per month (minimum \$5.00).

- Example #1: \$5,000 balance, paid a week late (7 days) = \$17.26
- Example #2: \$5,000 balance, paid one month late (30 days) = \$73.97

- Example #3. \$5,000 balance, paid two months late (60 days) = \$147.95

### **Where can I find the payment due dates for my program?**

Payment due dates are listed on the Academic Calendar. It also includes registration deadlines, release of billing statements, add/drop dates, term census dates, holidays, and among others.

### **Where can I find my account information?**

Log on to MyPAU Student Portal, then go to Student Tab -

- Choose My Billing Account from upper left
- Select “View or Pay My Bill”
- My Statement will be available to download or print

### **How can I pay my bill?**

Students can pay for tuition and any balances online with a credit card or e-check. To make a payment, log on to the MyPAU Student Portal, then proceed to Student Tab

- Select My Billing Account from upper left
- Click on “View or Pay My Bill”
- Choose CashNet option and follow the prompt

To make a check payment, please mail your check to: Palo Alto University, Bursar’s Office, 1791 Arastradero Road, Palo Alto, CA 94304

### **How can I avoid a late payment fee?**

PAU does not want financial issues to get in the way of a student’s academic progress. If you can’t pay your balance due in full, you can set up a payment plan or contact the Office of Financial Aid for any financial aid options available.

## **How does a payment plan work?**

PAU offers a payment plan, which divides the balance into three monthly installments for the quarter. The final installment is due before tuition and fee statements for the next quarter are posted to your account.

The deadline for the full balance to be paid is the last day of the quarter. To avoid \$10.00 monthly late fees, payments must be received by the payment due dates.

To sign up for a payment plan, please use this link to direct you to log in to your student portal from MyPAU <https://my.paloaltou.edu/ICS/Student/>

- Choose My Billing Account from upper left
- Select “View or Pay My Bill”
- Choose CashNet option and follow the prompt

For questions about CashNet payment plan, contact CashNet Student Services Call Center at (800) 339-8131.

## **What happens when a payment is missed on a payment plan?**

Your payment plan will be voided if you miss two installments. Your account will be subject to a late fees on the past due amount. The late fee will apply starting from the initial payment due date for the quarter. Additionally, a hold will be placed on your account. Your registration may be also subject to cancellation and PAU may prohibit future enrollment in the payment plan.

## **Why does my invoice not reflect the late fee during the month?**

Although the late fee is calculated daily on the past due balance, it is not posted to the student’s account until the first day of the next month. If you are paying an invoice past the due date and prior to month-end, you will need to contact Bursar-Jasmine Su at

[BURSAR@PALOALTOU.EDU](mailto:BURSAR@PALOALTOU.EDU) or via telephone at 650-417-2012 to find out how much will be assessed for the late fee.

**Why do I have a late fee? My financial aid should have covered my tuition and fees.**

There could be a variety of reasons why you still have a balance due. In most cases, pending or actual disbursed financial aid is not showing on a student's account because of one of the following reasons:

- You have not completed a new year FAFSA application (if applicable)
- You have not accepted/reduce/decline your awards
- You did not accept enough aid to cover your tuition/ fees (the balance due)

As such, you will be responsible for any late fees assessed if there is a balance due. If you've completed all the steps, a balance due still exists and are unsure why, please reach out to the Financial Aid office at 650-433-3824 or [financialaid@paloalto.edu](mailto:financialaid@paloalto.edu).

**Will I be charged a late fee when I haven't paid for Student Health Insurance Plan (SHIP)?**

Late fees related to SHIP won't be charged until after the waiver submission deadline. Students can find the waiver deadlines at

<https://www.paloalto.edu/about/departments-and-offices/student-services/waiving-out-ship>

## **What is a Returned Payment fee?**

As stated in our Returned Payment Policy, if your payment is returned for any reason, you are required to submit repayment in certified funds. You may also be required to pay the following fees:

- Re-Registration Fee: \$75
- Returned Payment Fee: \$75

Privileges will be permanently revoked for any account with excessive returned payment activities (two or more returned payments issued to the University). If repayment is made with non-certified funds, account holds will not be lifted until the funds have been cleared. This can take up to 14 business days.

## **Why am I being charged a late fee if I am no longer a student?**

Students who have withdrawn, on leave of absence, or put on hold will continue to be contacted by the Business Office. Their accounts will be assessed with a late fee until the balance is paid in full. Late payment charges at 1.5% will continue to be assessed monthly even though the student is no longer enrolled.

## **Can I be reinstated to PAU after I pay my account balance in full?**

The account balance must be paid in full before the reinstatement process can begin.

Students who were dropped for non-payment and wish to be reinstated must contact the Registrar's Office:

Harriane Mills, Assistant Registrar, at 650-433 3859, [hmills@palloatou.edu](mailto:hmills@palloatou.edu).