

Division Responsible: Business Affairs

Office Responsible: Business Office

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1. What is a tuition payment plan?

CashNet, a third-party payment vendor under agreement with PAU, administers the University's automated payment plan. The payment plan provides a convenience means for paying tuition and fees through regularly scheduled payments. PAU expects that students will enroll in the CashNet payment plan or make payment in full for all charges by the payment due date for each term.

2. Where can I look at my payment plan online?

Please use this link to direct you to log in to your student portal from MyPAU <https://my.paloalto.edu/ICS/Student/>

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

3. Who can I contact with questions about my payment plan?

You may call 1-800-339-8132 for more information regarding your plan.

4. Is there a minimum account balance required to enroll in the payment plan?

There is no minimum balance to enroll, but there is a quarterly enrollment fee of \$35.00.

5. Do I have any options other than paying in full or enrolling in the CashNet managed payment plan?

No, these are the only two payment options that PAU offers.

6. Will I be required to make a payment when I enroll into the payment plan?

As long as you have registered for classes prior to the payment due date for the quarter, and your registration has not been cancelled due to non-payment, the only required payment will be the \$35 payment plan enrollment fee.

7. I would like to switch my payment plan from one checking account to another checking or savings account. Can this be done?

You can make a change to the payment method used for your plan from your CashNet account.

8. I signed up for the payment plan, but have now decided I would rather pay the charges for the quarter in full. Can this be done?

Yes, but you will forfeit the enrollment fee, as this fee is non-refundable. Once you have paid your balance in full, please send an email to Bursar@paloaltou.edu and ask to have your payment plan marked "complete".

9. Will the amount of the payment plan decrease if my PAU account is reduced due to changes in registration, financial aid, or additional payments?

Yes, adjustment to your student account will be made. If the adjustment was not made in time to adjust your current installment, your future installments will be reduced accordingly.

My account was adjusted after I signed up for the payment plan, and I now owe more than I did at the time I signed up. Will my payment plan be adjusted?

Your payment plan will not be adjusted automatically. You will be sent an email requesting that you log into the payment plan site and accept the increase to the remaining installments. If you fail to do this, a hold will be placed on your account until you have accepted the increased installment amounts, or paid the new balance on your account. If an authorized user has enrolled in the payment plan for your account, the authorized user will be required to log in to their account and accept the increase.

10. My account balance was decreased but too late for my payment to be adjusted, and I have now paid more than the total of my charges for the quarter. What will happen to the extra payment?

It will be refunded according to the instructions you have on file with the Business Office.

11. I would like to change the due date of my payments. Is that possible?

No, installments are due on dates as noted on payment schedule.

12. I am on the payment plan, but I don't have enough money in my account to cover my payment. Can I prevent the payment from being processed automatically?

To prevent the automatic processing of your payment, you may deactivate your auto pay. You will then be responsible for making the payment yourself. If you fail to make the payment, a hold will be placed on your student account that prevents registration. Additionally, if you fail to make the payment within 15 days of the due date, a late fee totaling \$10 will be assessed on any missed installments.

13. I'm on the payment plan, but I didn't have enough money in my account to cover my payment. What will happen?

You will be responsible for making the payment yourself, as CashNet will only make one attempt to process an automated payment. Late fees of \$10 will be assessed on any installments 15 days or more past due.

If you miss two installments, CashNet will withdraw your account from the payment plan. If your account is withdrawn from the payment plan, your account balance will become due in full, a hold will be placed on your account, and your account will be subject to late fees. Your registration may also be subject to cancellation and PAU may prohibit future enrollment or participation in the payment plan.