



Rev. 2 December 28, 2018

# Payment Plan FAQs

## What is a tuition payment plan?

1) A tuition payment plan allows you to pay the cost of your college tuition, interest-free, over several months. The payment plan terms and options available to you are determined by Palo Alto University. CashNet, a third-party payment vendor, operating under agreement with PAU, administers the University's automated payment plan.

## 2) Where can I look at my payment plan online?

If you are a student, log on to <https://my.paloaltou.edu>. If you are an authorized payer, logon to <https://my.paloaltou.edu> using your authorized payer userid and password.

## 3) Will I get notices about my payment plan?

Yes, your initial notice acknowledging your enrollment will come from [paymentplans@higherone.com](mailto:paymentplans@higherone.com). Subsequent notices will be sent from [paymentplans@higherone.com](mailto:paymentplans@higherone.com) when payments are processed or if some action is required on your part due to a change in your student account balance.

## 4) Who can I contact with questions about my payment plan?

You may call 1-877-821-0625 for more information regarding your plan.

## 5) Is there a minimum account balance required to enroll in the payment plan?

The minimum balance is \$1,000. Students should make every effort to pay their balance timely to avoid the monthly late fee of 1.5% on the balance.

## 6) 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.

**7) 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.

**8) I would like to switch my payment type to a credit/debit card. Can this be done?**

Yes, PAU accepts payment from checking or savings account and credit/debit cards on the payment plan. You can make a change to the payment type used for your plan through <https://my.paloaltou.edu>

**9) 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 through <https://my.paloaltou.edu>

**10) 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 [paymentplans@paloaltou.edu](mailto:paymentplans@paloaltou.edu) and ask to have your payment plan marked "complete."

**11) I signed up for the payment plan, but have now received additional financial aid that will cover my PAU Quarter balance in full. What should I do?**

First, make sure that you have completed all of your financial aid requirements, such as accepting your awards, completing entrance interview requirements, signing promissory notes, and sending any required verification documents to the financial aid office. Once this is confirmed, send an email to



[paymentplans@paloalto.edu](mailto:paymentplans@paloalto.edu) at least six business days before the payment is withdrawn from your bank account or credit card.

**12) 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, as long as the adjustment to your student account was made at least six business days before the date of the scheduled installment. If the adjustment was not made in time to adjust your current installment, your future installments will be reduced accordingly.

**13) 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 within 5 business days, 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.

**14) 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. If you have not yet provided instructions, please go to *[insert website]* to review your options.

**15) I would like to change the due date of my payments. Is this possible?**

No, installments are due on the first day of the month.



**16) 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 by [*insert website*]. You will then be responsible for making the payment yourself, and if you fail to make the payment, a hold will be placed on your student account that prevents registration and ordering transcripts. If you fail to make the payment within 5 days of the due date, a late fee totaling \$15 will be assessed on any missed installments. To make the payment, logon to [*insert website*].

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.

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

You may be assessed a returned item fee of \$25. You will be responsible for making the payment yourself, as CashNet will only make one attempt to process an automated payment. To make the payment, logon to <https://my.paloaltoa.edu>. If you fail to make the payment within 5 business days of the due date, a late fee totaling \$15 will be assessed on any missed installments.

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.