

## CASH Net Student Payment Plan FAQs

### Questions and Answers for Students:

**Q:** Contact information for CASHNet if I have questions about my payment plan.

*A: In CASHNet under the "Help" tab, there is a link for CASHNet, use this to submit written questions or you can call CASHNet directly. The phone numbers are (877) 821-0625 or (800) 339-8131.*

**Q:** Where do I make my payments?

*A: The CASHNet link is located on the e-Services web page. Access your CASHNet account to make payments.*

**Q:** Is there a fee for the payment plan?

*A: Yes, the non-refundable fee for Summer 2017 and Fall 2017 is \$15 for each term.*

**Q:** When do I make my payments? What is the payment schedule?

*A: A down payment is required upon enrollment in the plan and subsequent payments are due by the 30<sup>th</sup> of each month except for the month of February, the payments are due on the last day of February. The payment schedules are listed below.*

For the Spring Terms: (enrollment begins late November;  
Payment plan available mid-November)

<b>3 Monthly Payments % of Total Fees</b>	<b>Payment Due Date</b>
<b>25% Down Payment</b>	<b>Upon Enrollment</b>
December – 25%	Dec. 30
January - 25%	Jan. 30
February - 25%	Feb. 28

Fall 2017 Plan (enrollment begins April 24th; payment  
plan available April 10th)

<b>5 Monthly Payments % of Total Fees</b>	<b>Payment Due Date</b>
<b>17% Down Payment</b>	<b>Upon Enrollment</b>
May – 16.6%	May 30
June – 16.6%	June 30
July - 16.6%	July 30
August – 16.6%	Aug. 30
September – 16.6%	Sept. 30

Summer 2017 Plan (enrollment begins April 24th;

Payment plan available April 10<sup>th</sup>)

2 Monthly Payments % of Total Fees	Payment Due Date
<b>33% Down Payment</b>	<b>Upon Enrollment</b>
May – 33.5%	May 30
June – 33.5%	June 30

There is also a late enrollment payment plan:

Semester	Enrollment	Payments
Fall	Between May & June	If a student enrolls in the plan between May and June, the student will have to make up or “catch up” all missed payments and all remaining payments will follow the usual plan (as if the student enrolled from the onset)
Fall	July	Same as above – “Catch-Up”
Fall	August	Same as above – “Catch-Up”
Spring	December	Same as above – “Catch-Up”
Spring	January	Same as above – “Catch-Up”

**Q: What if I miss a payment?**

*A: Payments made 15 days after the due date will be assessed a \$10 late fee by CASHNet.*

**Q: What if I add or drop a class, how does that affect the payment plan?**

*A: Account balances will be adjusted for classes dropped or added. For example, if you add classes, your account balance will be increased to reflect the added classes and if you drop classes, your account balance will be decreased to reflect the dropped classes.*

**Q: Can my parents pay for me?**

*A: Yes, but you must grant your parents access to your CASHNet account. Parent access is granted within your CASHNet account in the section “Parent PIN.”*

**Q: How do I get a refund if I drop classes?**

*A: Refund requests are located in your CASHNet account under the “Help” tab in the section “Refunds, Reversals & Corrections.”*

**Q: How do I pay my bus pass or student rep fee? (UTP/SRF)**

*A: For students on an installment plan, you may only pay for your UTP/SRF fees at the campus cashier’s office.*