

# Credit Card Service Fees

Increasing credit and debit card processing fees charged by credit card companies have become a significant expense for Clarke University. Rather than passing these costs on to students through tuition and fees increases, the University has partnered with a third party credit card processor. TouchNet Information Systems, Inc. charges a non-refundable convenience/service fee of 2.85% (minimum \$3) for all credit and debit card payments through its "PayPath Convenience Fee Service." TouchNet PayPath will be used only for credit/debit card payments on the student account.

## What is TouchNet?

TouchNet is a leading provider of electronic payment processing for colleges and universities, is PCI-PA-DSS (Payment Card Industry Payment Application Data Security Standard) compliant vendor that helps keep payment information secure and private.

## Why is Clarke University charging a service fee for credit/debit card payments?

The service fee is charged by TouchNet PayPath to cover the cost of processing credit/debit card payments. Clarke University does not receive any proceeds from the service fee.

The cost of processing credit and debit card payments has increased in recent years. It is not feasible for the University to cover these fees directly via tuition and fee increases.

## How was the 2.85% fee rate determined?

The fee percentage and the \$3.00 minimum fee is set by TouchNet PayPath and is designed to cover all credit card processing costs.

## What credit cards does TouchNet accept?

TouchNet accepts all major credit cards, including MasterCard, Visa, and Discover.

## How will this charge appear on my credit card statement?

Two separate transactions will show on your statement. One transaction will be for your tuition/fee payment for Clarke University and will post to your student account. The other transaction will be for the convenience fee for TouchNet PayPath. This fee is non-refundable.

## Will the convenience fee I paid show on my student account?

No, this fee does not come to the University and will not be reflected on our system. Please refer to your credit card statement or print a copy of your confirmation for your records.

## **Will Clarke University accept credit/debit cards for non-student account payments?**

Yes. Other payments, such as purchases at Café 1843, Whitlow Campus Store, Dining Hall, etc. can still be made by credit card and are not processed through TouchNet PayPath.

## **How can I avoid the convenience fee?**

You may make a payment free of charge on CUHub Student Center via electronic check from a bank account. Check payments are also accepted by mail, and cash and check payments may be made in person at the Student Accounts office.

## **I am an international student, how can I avoid the convenience fee? Can I still pay by electronic check?**

No. Our system only accepts electronic checks from bank accounts located in the United States. Please reach out to Student Accounts to discuss further if additional arrangements need to be made.

## **I receive checks from my credit card company. Can I use that routing and account information to make an electronic check payment?**

No. Credit card companies will not honor such electronic checks. The payment will be returned as "account not found," and you will be charged a \$25 returned e-check fee. These checks may be used by mail or in person if desired.

## **If I make a credit card payment in error or if my tuition and fees are refunded, will my convenience fee be reimbursed?**

No. This fee is not refundable, even if the payment to which it is related is canceled, refunded, or charged back. These funds go directly to TouchNet PayPath and cannot be adjusted or waived.