

Portland State University Payment FAQ's

Why doesn't PSU take credit cards at the window?

In order to meet the State of Oregon mandate of PCI (Payment Card Industry) compliance, we are unable to take credit card payments via the cashier windows. As cardholder data is highly sensitive information, the potential for computer fraud is high. PCI security standards require that no credit card numbers are stored on card terminals. By offering CashNet to students, PSU ensures a secure environment for credit card transactions. CashNet payment kiosks are located in Neuberger Hall and are available during lobby hours.

What is CashNet?

CashNet is a payment gateway for Portland State University. CashNet ensures all payments remain PCI compliant and provides a convenient way for student to make payments online.

Why are we being charged merchant fees?

PSU wants to give students choices, and decided to accept credit cards and share in the fees. MasterCard, American Express, Discover, and Diners Club transactions charge a service fee of 2.75% and VISA requires a flat fee. Because the fees continue to rise, PSU is faced with the difficult decision to either pass all or part of these fees on to students or eliminating credit cards altogether. Universities nationwide have been faced with the same issue and some have decided to no longer take credit cards. Unlike traditional merchants, PSU must be transparent with these fees and cannot build them into the cost of the tuition. Portland State University gets no portion of these fees. PSU provides the option of e-Check payment for no fee.

Why is paying with a VISA card charged a different merchant fee than with other payment methods?

VISA rules state that a percentage based service charge is not acceptable and service charges can only be flat fees. VISA payments will be charged a \$50 fee to cover merchant charges. This fee is displayed for your review and acceptance prior to payment processing.

Does PSU receive any of this money?

No, PSU does not receive any of this money. The fees are paid directly by CashNet to the credit card companies for processing credit card payment.

What are my payment options?

- Cashier Window: Cash, Check, Money Order, Travels Check, Cashier's Check
- PSU Online Payments: VISA, MasterCard, Discover, American Express, Diners Club (fees apply)
- PSU Online E-Check: No transaction fees apply. Use your checking account and routing numbers
- Standard Mail Checks: PO Box 908, Portland, OR 97207

What happens if a check or e-check is returned as non-payable?

If your check or e-check is returned due to a closed account, stopped payment, incorrect account number or insufficient funds, we will reverse the original payment on your account and add a \$25 returned check charge. A hold will also be placed on your account. PSU reserves the right to cancel your registration for classes if a payment is returned as non-payable. If you feel the check was returned incorrectly, you may petition to have the \$25 fee reversed: <http://www.bao.pdx.edu/web-form/studentcollections/forms/nsf>

Can a parent or third party Person make a payment on my account?

Students may authorize parents or others to access their PSU ePay account and make payments of their behalf by creating a pin number for them. Authorized payers can view payment and billing history, however they cannot authorize other payers. Students may set up these pin numbers by going into CashNet and click on "Add New Third Party".

Where do I find more information about making payments?

Contact the PSU Cashier's Office at 503-725-3670 or online at: <http://www.pdx.edu/bao/payments.html> or email the Cashier's Office at: cashiers@pdx.edu