

New payment option for NDSU students

Greetings from Customer Account Services, formerly known as the Business Office.

NDSU and other North Dakota University System institutions are providing enhanced services to students through the integration of TouchNet® software with Campus Connection. This additional software will enable secure online payments, billings via email, and payment plans.

The first phase of this software implementation is scheduled to begin August 15, 2007 and will allow students to pay their Student Account Balances online. Electronic payment options include payments from a checking or savings account or payments with specific credit cards. In addition, students will be able to authorize parents or other individuals to view account balances and to make electronic payments. Effective August 15, 2007, the following options will be available for NDSU students:

Electronic Payments from Checking or Savings Accounts – Students will be able to make secure online payments 24/7 via their checking or savings account. Students will not be assessed additional fees for this simple online payment option.

Credit Card Payments for Student Account Balances: – NDSU will outsource credit card processing for student payments to TouchNet's PayPath™ service. PayPath will ensure compliance with online credit card processing security requirements. Customers who choose to pay the Student Account Balances by credit card will be assessed to their credit card, a non-refundable processing fee of 2.75% of the balance paid. Credit cards accepted are MasterCard, Discover, and American Express. Unfortunately, VISA is not accepted due to limitations imposed by VISA. Credit card payments for Student Account Balances will only be available online. Credit cards will not be accepted at the NDSU teller windows or by telephone.

Credit Card Payments for Other NDSU Services – Credit cards (including VISA) will still be accepted for other NDSU service locations, such as the NDSU Bookstore and Dining Services, and will not be assessed a processing charge.

Additional Payment Options for Student Account Balances – Customer Account Services will continue to accept paper checks and cash as payments at Old Main, Room 101. Paper checks may also be mailed to the same address.

The assessment of a processing charge to credit card payments on Student Account Balances is a departure from previous practices. Escalating credit card processing costs have prompted some universities to consider discontinuing credit card payments altogether. Rather than discontinue accepting credit cards, NDSU prefers to allow credit card usage for those who still prefer the convenience and reward programs associated with using credit cards. As a result of the processing fee being assessed directly to customers who choose the credit card option, NDSU will be able to reallocate financial resources to other services that directly impact all students.

Detailed information on how to access the online payments will be emailed to students prior to the August 15th implementation date. If you have questions regarding these new options, please contact Customer Account Services at 701.231.7320 or 800.742.4019. We are excited about providing the new online payment options to students, and the enhanced services they represent.

Thank you,

Karin Hegstad
Customer Account Services Manager