

## *Useful Information about Making Payments at Portland State University*

### **1. Why is the way I pay my tuition and fees suddenly changing?**

Portland State University received a mandate from the state to become PCI (Payment Card Industry) compliant by June 30<sup>th</sup>, 2008. PCI Compliance is a **mandatory** set of standards that all state agencies who process credit or debit card information or who store, process, or transmit credit card data must abide by. In order to protect your credit card security and to meet this mandate we must change the way we take credit card payments.

### **2. Why is PSU no longer taking credit cards at the window?**

In order to meet State mandate of PCI compliance we can no longer take credit card payments at the cashier windows. In order to meet PCI security standards, PSU cannot have any credit card numbers on any machine that hackers could possibly get into. By pushing all credit card numbers online, PSU is ensuring that they all go through Cashnet, which is a secured site that already meets PCI compliance security standards.

### **3. What is Cashnet?**

Cashnet is a third-party vendor who PSU has contracted with who will help us become PCI compliant. They offer three packages to the University: One of the packages is the PSU ePay site which offers many benefits to our students.

### **4. Why are we being charged merchant fees?**

PSU for years has absorbed credit card fees, something we are not budgeted for. PSU was faced with the difficult decision to either pass these fees on to students, or eliminate credit cards altogether.

Universities nationwide have been faced with the same issues, and many of these universities, big and small, have decided to no longer take credit cards. PSU wanted to give students choices, and thus has made the decision to continue to accept credit cards with a fee. MasterCard, American Express, Discover, and Diners Club transactions will be charged a service fee of 2.75%.

### **5. Does PSU receive any of this money?**

No, PSU does not receive any of this money. This money goes directly to Cashnet to pay the Credit Card companies to process your credit card payment. These fees help with keeping PSU PCI compliant.

### **6. Why is paying with Visa charged a different merchant fee than paying with other payment methods?**

Visa rules state that a percentage based service charge is not acceptable and service charges can only be flat fees. All Visa payments will be charged a \$25 fee to cover merchant charges. This fee will be displayed for your review and acceptance before the payment is processed.

**7. What are my payment options?**

- At the Cashiers window:
  - Check/Money Order/Travelers Check.
  - Cash.
- PSU e-Pay Online:
  - 5 different credit cards.
  - New E-Check for free (electronic check using your account and routing number.)
- You may also mail in checks to the Cashier's office.

**8. Is my payment secure?**

Yes, in order to meet PCI compliance and to be as secure as possible, PSU contracted with Cashnet as a payment gateway for students to make payments. Cashnet has already met the PCI compliance standards and is regularly audited to ensure they are continuously meeting these security measures. In order to be PCI compliant the following standards must be met:

- 1) Build and maintain a secure network.
- 2) Protect cardholder data.
- 3) Maintain a vulnerability management program.
- 4) Implement strong access control measures.
- 5) Regularly monitor and test networks.
- 6) Maintain an Information Security Policy.

**9. What happens if I pay using a check or e-check and it is returned to PSU as non-payable?**

If your check or e-check is returned due to reasons such as closed account, stopped payment, unable to locate account number, insufficient funds or refer to maker, we will reverse the original payment on your account and add a \$25 returned check fee. A hold will also be placed on your account. Please note that Portland State University reserves the right to cancel your registration for classes if a payment is returned to PSU as non-payable.

**10. How 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 on their behalf by creating pins for them. Authorized payers have similar functions as students to view payment and billing history; however, they can only make and view recent payments on the student's account and cannot set up other authorized payers. Students may set up these pins by going into Cashnet and clicking on "add new third-party login."

**11. What are the benefits of Cashnet?**

- Making payments in a secured environment.
- Ability to create third-party logins so that it is easier for others to make payments on your account.
- Storage of payment types, making it faster to make an online payment.
- Storage of past online payments, making it easier to go back and print a duplicate receipt.
- More payment options.
- New e-check option.

**12. Where do I find more information about these changes?**

You can find more information online at: <http://www.pdx.edu/bao/payments.html>