

CONVENIENCE FEE FAQ

Although the cost associated with credit card processing continues to grow each year, Marietta College wants to continue to offer the option to pay by credit card. Therefore, Marietta College has contracted with Touchnet PayPath, a third-party company, to provide credit card processing services for student accounts. TouchNet PayPath is certified compliant with credit card security regulations, ensuring continued protection of your financial data when processing credit card payments.

1. Why is Marietta charging a fee for the use of my credit card?

Due to increasing costs to process credit card transactions, this payment method has become prohibitively expensive because of the fees charged by credit card companies. Historically, this fee has been paid by the Marietta which reduced the amount of funds available for academic program and services for all students. Therefore, Marietta has contracted with a third-party company, Touchnet PayPath, to provide credit card processing services for student accounts. By contracting with PayPath, Marietta can receive the full amount of the payment without being responsible for processing fees. The fee is charged by the third-party processor, not Marietta College.

2. Why is the credit card processing fee different for standard and international credit card transactions? How were these percentages established?

The third-party credit card processor, Touchnet PayPath, established the 2.95% and 4.25% rates to cover the credit card transaction fees assessed by credit card companies.

3. Is Marietta unique in charging a convenience fee?

No, most Ohio colleges and universities charge a similar fee.

4. Is there any way I can avoid paying a convenience fee?

You can avoid paying the convenience fees by paying online with an e-check, which is an electronic debit to your checking or savings account. This payment can be made over the Internet through the Marietta College Self-Service system. To avoid the convenience fee, choose the "electronic check" option.

You also can avoid the convenience fee by mailing or delivering a check to the Business Office. Always include your campus ID number on the check.

5. Can a student make a credit card payment over the Internet?

Yes, students can pay online via the Marietta college Self-Service system. After logging in, click the "Make a payment" tab and then follow the instructions on the screen to make your payment.

6. Can someone else make a credit card payment over the Internet on my tuition account? Another user can make an online payment on behalf of the student only if the student has set the individual up as an authorized user via the Marietta College Self-Service system. Once access has been granted, the log in information will be provided via email.

7. Can I make a credit card payment over the phone?

Credit card payments can be made over the phone. There are additional security measures in place to ensure confidentiality of your payment information. These payments are still subject to the convenience fee.

8. Can I pay in person using a credit card?

Credit card payments can be made at the Business Office. The convenience fee is still applied to any payments made by credit or debit card.

9. If I make a credit card payment in error, will my convenience fee be refunded?

No. The convenience fee is not refundable, even if the payment to which it relates is canceled, refunded, credited, or charged back.

10. If I use my debit card to pay my student account charges, will I be charged the convenience fee? Yes. If

you use your debit card like a credit card to pay your student account charges, you will be charged the appropriate convenience fee. For checking or savings account debits, please use the e-check option to avoid paying the convenience fee

11. Will the convenience fee that I am charged be included on my semester bill?

No. The convenience fee is assessed by a third-party company, Touchnet PayPath, in addition to the payment. The convenience fee will not appear on your student account or on your billing statement.

12. How will this appear on my credit card statement?

Two separate transactions will appear on your credit card statement: one transaction for the student account payment and one transaction for the convenience fee.