

## Embry-Riddle Aeronautical University – Daytona Beach

### Frequently asked questions about the changes in credit card fees effective August 1, 2014

- **Why is ERAU charging a fee for the use of my credit card?**

The credit card payment method has become very expensive because of the fees charged by credit card companies to ERAU for credit card transaction processing. However, ERAU is committed to providing students and their families a range of options for paying their educational expenses.

- **Is charging a service fee legal in Florida and are other Universities charging a convenience fee for credit card transactions?**

Yes to both. Credit card convenience fees are not unique to ERAU. Other schools in Florida and across the country currently charge processing fees for credit card transactions or are not allowing credit card payments at all.

- **Why is the convenience fee 2.75%? How was that percentage established?**

2.75% or \$3 minimum is the amount established by our third party credit card processor.

- **How can I avoid paying the convenience fee?**

- Mail your payment to Embry-Riddle Aeronautical University, Attention: Cashiers, 600 S. Clyde Morris Blvd., Daytona Beach, FL 32114 (please include your ID # on the check)
- Pay online with an electronic check
- Bring payment (cash, check, money order, cashier's check, or pin-debit) to the Cashier's office in Tomcat Annex, 30-1

- **Can I make a credit card payment on my student account over the telephone?**

Beginning 8/1/14 credit card payments will not be accepted over the telephone.

- **Can I pay in person with a credit card/debit card on my student account?**

Credit card and debit card payments can be made in person at the Cashier's office located in the Tomcat Annex, 30-1. Credit card payment can be made using one of the payment kiosks and will be assessed the convenience fee of 2.75%. Pin-debit payments can be made at the Cashier's window with no fee.

- **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 cancelled, refunded, credited or charged back.

- **If I use my debit card to pay my student account charges, will I be charged a convenience fee?**

No, as long as you use pin-debit at the Cashier's office.

- **Will the convenience fee that I am charged be included on my student account breakdown and statement?**

No. The convenience fee is a fee assessed by a third party company, TouchNet Information Systems.

The convenience fee will not appear on your student account, or on your ERAU statement. You will receive notification that the online payment was processed successfully, and it will show the amount of payment, the amount of convenience fee, and the total payment amount.

- **Below is an example of a receipt showing the convenience fee:**

#### **Receipt**

Payment to Embry-Riddle University:	\$200.00
PayPath Payment Convenience Fee:	\$5.50
Total Payment Amount:	\$ 205.50

School Name:	Embry-Riddle University
Student ID:	1234567
Payer Name:	John Smith
Billing Address:	123 Main Street
Billing City:	Daytona Beach
Billing State:	Florida
Billing Postal Code:	32114
Email Address:	<a href="mailto:anymame@my.erau.edu">anymame@my.erau.edu</a>
Phone Number:	123-123-1234
Card Number:	xxxxxxxxxxxx5454
Browser IP Address:	152.12.255.12

#### **Terms and Conditions**

I hereby authorize charges totaling \$205.50 via my credit card. I understand that a PayPath payment convenience fee of \$5.50 will be charged to my credit card and is not refundable under any circumstances.

- **What credit cards are accepted at ERAU for student account payments?**

ERAU accepts VISA, MasterCard, Discover and American Express. Payments may be made online via the student portal or at the Cashier's office located in the Tomcat Annex, 30-1. We do not accept credit card payments by telephone for security reasons. A kiosk is available at the Cashier window for online payments.

## **Flight Deposits or Payments effective October 5, 2014**

**October 5, 2014 all current flight dollar balances on your EAGLEcard will be moved to flightOPS. From this date forward management of your Flight Account will be in flightOps.**

- **What do I need to do now?** If you are currently using EAGLE dollars to pay for flights you will need to request to move these funds to flightOPS before November 1, 2014. You can request the transfer with the Bursar office or the EAGLEcard Center.
- **How do I pay for my flight activity in ETA?**
  - Credit card (subject to a 2.75% convenience fee, coming in Phase II, date TBD)
  - Flight Dollars
  - Student Account (If you have guaranteed financial aid, coming in Phase II, date TBD)
- **How do I make a deposit to my Flight Dollars?**

Public guest deposit form: <https://webforms.erau.edu/public/flightops/deposit/>

Private deposit form (student login): <https://webforms.erau.edu/private/flightops/deposit/>

(Credit card payments will be subject to a 2.75% convenience fee in Phase II (Date TBD))

Deposits are accepted at the Cashier's office located in Tomcat Annex, 30-1 using pin-debit, cash, check, money order, or wire transfer.
- **Can I use EAGLE dollars to pay for flight?**

No, however, we will process transfers from your EAGLE dollars to your flight account through November 1, 2014. Please contact the Bursar or EAGLEcard Center with your request.
- **What if there are automatic deposits set up for my Eagle Dollars?** This service will discontinue on October 4, 2014.
- **What will happen to the flight dollars I have now on my EAGLEcard?** They will be transferred to flightOPS for you.
- **Why don't I see the amount on my flight dollars that I deposited?** If you have any outstanding flight charges on your student account at the time you make the deposit, they will be deducted from your deposit.
- **How do I get money from my student account to my flight dollars?** If mailing in a payment, please be sure to notate that it is a flight deposit on the check. If you make a payment online, you can email the Bursar department at [bursar@erau.edu](mailto:bursar@erau.edu) and request that we transfer an online payment to your flight dollars.