

University of Oregon
Student Billing
Credit Card Payments - FAQ's

1. What credit cards are accepted for payment on the student billing account?

MasterCard, American Express, and Discover payments can be made online via QuikPAY® and cannot be made over the phone, or by mail.

2. Why isn't VISA accepted?

Credit card payments will be charged a service fee based on a percentage of the payment amount. Visa allows only a flat amount to be charged for a service fee and not a percentage of the payment amount. Visa's flat fee method would require the same flat fee charge regardless of the dollar amount of the transaction.

3. Why is a fee being charged for the use of my credit card?

UO is committed to providing students and their families a range of options for paying their educational expenses. Each credit card company imposes a processing fee on all credit card transactions. The service fee allows UO to devote 100% of the payment amount to academic programs and services for students.

4. Why is the service fee 2.75%? How was that percentage established?

2.75% is the amount established by our third party credit card processor, NelNet Business Solutions, to cover the credit card transaction fees assessed by credit card companies.

5. Is there any way I can avoid paying a service fee?

You can avoid paying the 2.75% service fee by paying online with an e-check, an electronic debit to your checking or savings account. Payments can be mailed or delivered to the Cashiers Office with no service fee to the address below. Always include the name and student ID number on the check.

UO Cashiers Office
PO Box 3237
Eugene, OR 97403-0237.

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

Credit card payments cannot be made over the phone or via mail. Credit card payments can be made online via QuikPAY® only.

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

Credit card payments can be made at the self service kiosks located in the Business Affairs Office, first floor Oregon Hall. The service fee still applies for payments made using the self service kiosks.

8. Often I receive checks from my credit card company. Can I use the routing number and account number on these checks to make an electronic check (e-check) payment?

No. The credit card companies will not honor checks used electronically. The payment will be returned as "account not found". You may use these checks through the mail or in person only. Mail payments to the address below. Always include the student ID number on the check.

UO Cashiers Office
PO Box 3237
Eugene, OR 97403-0237.

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

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

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

Yes. If you use your debit card like a credit card to pay your student billing account charges, you will be charged the 2.75% service fee. For checking or savings account debits, please use the e-check option to avoid paying the service fee.

11. Will the service fee that I am charged be included on my student billing account statement?

No. The service fee is a fee assessed by a third party company, NelNet Business Solutions. The service fee will not appear on your student billing account or on your billing statement. You will receive two separate receipts, one for the student account payment and the other for the service fee.

12. How will the charges appear on my credit card statement?

Two separate transactions will appear on your credit card statement. One transaction for the student billing account payment and one transaction for the service fee. The transaction for the student billing account payment will appear as "Univer of Oregon Tuition" and the transaction for the service fee will appear as "Univ of Oregon Srv Fee".