



## What is a service fee?

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The service fee rate is established by our third-party credit card processor to cover costs associated with credit/debit card processing. The domestic card service fee rate is 2.95%\* (**\$3.00 minimum fee**). The international card service fee rate is 4.25%\* (**\$3.00 minimum fee**). Indiana State University does not receive any part of the service fee.

\*Note: Service fee percentages are subject to change.

## What credit/debit cards are accepted?

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All major credit cards, including Visa, MasterCard, Discover, JCB, and American Express are accepted.

## Are other universities charging for credit/debit card payments?

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Yes, all state institutions of higher education in Indiana have implemented a similar convenience or service fee charge for credit/debit card payments.

## How will this charge appear on my credit/debit card statement?

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Two separate transactions will appear on the credit card statement: One will appear as a payment to Indiana State University and will post to your ISU student account; the other will be a service fee assessed by TouchNet PayPath, our credit/debit card processor. Student account refunds will be sent via paper check or direct deposit for any refundable credits.

## Can the service fee be refunded?

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No. The service fee assessed by TouchNet PayPath is non-refundable.



## Can I pay with a credit/debit card in person, by mail, or over the phone?

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No. Credit/debit card payments can only be made online in the account suite at [www.indstate.edu/payisu](http://www.indstate.edu/payisu). This is a security measure that ensures confidentiality of your payment information.

## How can I avoid the service fee?

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Students & families can make online payments without a service fee via electronic check, utilizing a checking or savings account. Cash or paper check payments may be made in person. Paper checks, payable to Indiana State University, may be mailed to: ISU, Office of the Controller, Attn: Account Analysts, 200 N 7<sup>th</sup> St., Terre Haute, IN 47809. Please include the University ID number on the paper check.

## How do I make an electronic check payment?

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The e-Check payment option is available by going to [www.indstate.edu/payisu](http://www.indstate.edu/payisu) and logging into the account suite. Select the electronic check option, enter your routing number & account number from your checking or savings account, and complete the payment steps.