

Frequently Asked Questions...

What is CashNet?

- CashNet is a vendor utilized by Cedar Crest College that enables students to pay student account charges online; including tuition, room and board, and other miscellaneous fees. Students may also sign up for the EZ Payment Plans thru CashNet. Through CashNet, student and authorized payers may make e-payments directly online. This system eases the payment process by allowing payments to be made at any time, from any location with Internet access.

Can I make my payment by credit card?

- As a convenience to students and authorized payers, Cedar Crest College has contracted with CashNet to accept credit card payments and e-check on behalf of the College. CashNet, accepts MasterCard, Discover, Diner's Card and American Express credit card payments online. A non-refundable convenience fee of 2.75% will be assessed by the vendor to payers making payments by credit card.

Why am I being charged a Convenience Fee?

- While credit cards payments offer a convenient method for students and parents to pay for tuition and other fees, the cost for providing this convenience would be major impact on the college budget. Please note that there is no convenience fee charged for payments made with an e-check.

What forms of payment are accepted online?

- Payments made by credit card (MasterCard, Discover, Diner's Club or American Express) or e-check will be accepted online. We do not take payments from Visa credit cards.

Why isn't Visa accepted?

- Visa's rules do not permit the vendor to charge a standard percentage of transactions as a convenience fee. Visa's policy only allows vendors to charge a set transaction fee, regardless of how much is charged on the card. It would be difficult for the college to designate an appropriate set fee for tuition, room and board payments, due to the varying payment amounts and payment plans among individual students.

How do I pay by E-Check?

- If you wish to make a electronic check payment, you will need to login to Cashnet and choose "Make a Payment". In order to pay by e-check you will need to know your bank's routing number and the account number with which you are going to pay. There is no convenience fee charged for payments made with an e-check.

If I do not wish to pay my bill online, how may I make payment?

- You can mail your payment directly to Cedar Crest College, Student Financial Services, 100 College Drive, Allentown, PA 18104. You can also make check or cash payment directly at the Cashiers Window located on the second floor of Blaney Hall (Monday thru Friday, 9 am to 4 pm).

Can student account balance still be paid by credit card at the Cashiers window or in Student Financial Services?

- No. Whether in person, or by telephone or fax, student account payments cannot be processed by credit card at the college. Cashier's window or SFS will still accept cash, check, or money order for student account payments.

How secure is my online payment?

- The CASHNet website adheres to payment card and banking industry standards. E-Checks comply with NACHA standards. CASHNet is also PCI compliant, so they meet or exceed all security standards set forth by the credit card industry. CASHNet secures your personal information entered into their website through Secure Sockets Layer (SSL) 128-bit encryption, which creates a protected connection between users and the web server. This means your card number and personal data are never sent over the internet unencrypted. Credit card information is not passed to Cedar Crest College and payment data is passed using hardware encryption. CASHNet partners with VeriSign to ensure the highest level of security and is the trusted payment services partner of many college campuses nationwide.

What is an eBill?

- An eBill is an electronic representation of your student bill from Cedar Crest College. Just like the printed bills you have been receiving, it lists charges, payments, and the balance due on your Cedar Crest account. Rather than receiving statements through the mail, the eBill is presented online with the option to make a payment using your credit card or an e-check, and the ability to print multiple copies.

When will I receive my bill and how are they distributed?

- E-bills are generated approximately one-two months prior to the start of each semester and are available for viewing on my.cedarcrest.edu, under the Student Financial Services portal.

How will I know when I have a new eBill to view?

- An e-mail notification is sent to your Groupwise e-mail address when a new eBill is available online. The e-mail will include a link that you will need to follow to view your bill.

What if I don't open by eBill?

- It is your responsibility as a Cedar Crest College student to respond to College billing notifications by the specified payment due date. If you choose not to respond by sending payment on or before due date, late payment fees are assessed in accordance with College policy.

Am I able to pay my student invoice online and how long does it take to reflect the payment?

- For your convenience, you may login to the CashNet link on my.cedarcrest.edu to pay your student invoice. Payments made online will update your account and payment history within approximately ten minutes. You will also receive a payment confirmation email. Your eBill is a static form and will not change as payments are made. To see a payment, click on Activity Details.

Can I have my invoices sent to my personal email address?

- Students must use their appointed Groupwise email address. Other authorized payers may use a personal email address.

How does the student establish a pin for a parent/spouse or third party?

- To set up a “Parent or Authorized User”, the student will need to log into my.cedarcrest.edu and navigate to Student Financial Services.
 - Click “CASHNet Online System
 - Click Go to CASHNet
 - Click My Account
 - Under Payers, click Send a payer invitation
 - Complete the payer invitation, then Send invitation

Can I make monthly payment to pay off my student account?

- Yes, the student can sign up for the EZ payment plan thru CashNet.

How long does it take for my account to be adjusted if I drop/add a course or make other changes?

- It takes approximately 3-5 business days for the account to be adjusted. Adjustments can be viewed online on my.cedarcrest.edu

What happens to my student account and/or financial aid if I withdraw from a course?

- Please consult the Withdrawal Policy in the Cedar Crest College Catalog accessible on the College’s website at www.cedarcrest.edu.
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Can I register with an outstanding balance?

- Tuition balances must be paid in full before registering for the next semester.

Can I receive a transcript owing a balance?

- Tuition balances must be paid in full before receiving an official transcript.

What office should I contact if I have questions about CashNet?

- You may contact Cedar Crest College’s Office of Student Financial Services at (610)606-4602.