

## CONTENTS

**Pg. 2**-In-Person payments and Credit or Debit Card Payments

**Pg. 3**-How do I make payment plan payments on my account (online)?

**Pg. 4**-How do I make payments on my account?  
(no payment plan, or paying charges not included in plan)

**Pg. 5**-How do I set up my parent, guardian, or employer as an authorized user so they can make payments?

**Pg. 6**-How do I set up a preferred payment profile?

## In-Person payments and Credit or Debit Card Payments

First, see PDF entitled “Accessing Your Student Account (balance)” if you don’t know how to get to your student account.

How do I make payments on my account?

- Credit/Debit card payments can be made in Student Account Center.
- Payments are made through, Paypath, Trevecca’s third-party payment service.
- **A 2.85% “convenience fee” is charged per each transaction with a minimum of \$3.00** (Trevecca does not receive this). You will also not be able to see it in your account transactions since it is charged through PayPath, but it will be visible on your personal debit/credit account statements as a separate charge.
- Each payment plan payment you wish to make has to be “scheduled”

Do you accept in-person Debit/Credit card payments?

- We do NOT accept Credit Card payments in-person, but we do accept Debit card payments.

How can I avoid being charged a convenience fee for my payment?

- There is not a convenience fee if you choose to pay in-person with Debit, Cash, or check!
- You can also mail a check to Trevecca to avoid fees. Please mark on the envelope “attn Financial Services” and then write your Student ID number on the memo line of the check! (We advise against mailing cash)

Do you accept payments over the phone?

- There are **extremely rare** circumstances that allow for payments over the phone and special approval must be made in the accounting office to do so.

## How do I make payment plan payments on my account (online)?

First, see PDF entitled “Accessing Your Student Account (balance)” if you don’t know how to get to your student account.

- If you have a **payment plan** set up and want to pay the next installment, you can make a payment from the home screen by selecting “Next Installment” in the “I would like to pay...” drop-down section. Next, you’re brought to the “Installment payment” screen where you confirm all of the information on the screen is correct. If everything is correct, then you’ll select “Submit Payment” at the bottom of the page.

The screenshot shows the student account dashboard. At the top, there are two notification banners: a yellow one about setting up a preferred payment profile and a red one about a late installment payment. Below these is a green banner with the text "I would like to pay..." and a dropdown menu. The dropdown menu is open, showing "Select Option" at the top, followed by "Next Installment | \$13,381.50" (highlighted in yellow), "Current Account Balance | \$54,864.41", and "Other Amount". To the right of the dropdown is a "Go!" button. Below the dropdown is a table titled "Student Account" with the following data:

Student Account	0010
Balance	\$56,564.41
Estimated Financial Aid	\$1,700.00
Balance Including Estimated Aid	\$54,864.41

On the right side of the dashboard, there is a "My Profile Setup" sidebar with the following options: Authorized Users, Payment Profile, Electronic Refunds, Auto Bill Pay, and Notifications.

- You can also make a payment in the **payment plan** tab by selecting “schedule” while in the payment plan tab. To do this, find “Action” on the far right and select schedule. If you schedule payments, you have to schedule them all individually.

Installment	Amount Due	Due Date	Status	Payer	Payment date	Payment method	Action
						Update All Methods	

- Another option is to “pay next installment” (from there, you will follow on-screen prompts)

Installment	Amount
Fall 2017 4-Month Plan -- Installment 1 of 4	
Fall 2017 4-Month Plan -- Installment 2 of 4	
Fall 2017 4-Month Plan -- Installment 3 of 4	
Fall 2017 4-Month Plan -- Installment 4 of 4	

Pay Next Installment

Fall 2017 4-Month Plan -- Installment 3 of 4

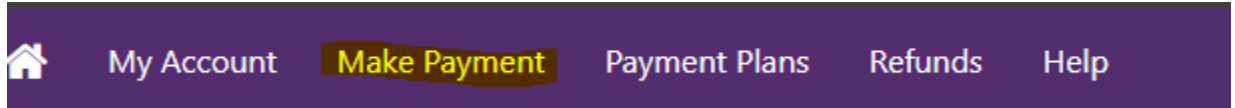
Enrollment date:	9/11/17	Payment Options
Amount Due:	\$112.50	Payment amount:
Due Date:	11/15/17	\$ 112.50
		Payment date:
		10/17/17

Cancel Continue

## How do I make payments on my account?

(no payment plan, or paying charges not included in plan)

- If you **don't have a payment plan**, you can make a payment by selecting the "Make payment" tab



- You are brought to the following "Account Payment" screen:

The 'Account Payment' screen features a progress bar at the top with four steps: 'Amount' (selected), 'Payment', 'Confirmation', and 'Receipt'. Below the progress bar, there are two radio button options: 'Current account balance' with a value of \$399.97 and an input field containing '399.97'; and 'Pay by term' with a sub-option 'Spring 2017' and a value of \$399.97 and an empty input field. At the bottom right, it says 'Payment Total: \$0.00'. There is a 'Payment Date' field with '11/6/17' and a calendar icon. A 'Continue' button is in the bottom right corner.

- If you see **"charges not included in the plan,"** these are charges that are not accounted for in your current payment plan. This can increase throughout the semester due to unexpected charges that were added. This includes, but is not limited to: fines, parking tickets, ID replacements, bookstore, etc.
- To make a payment on this screen: Type in the amount you want to pay in one of the boxes on the far right of the screen.

This is a zoomed-in view of the 'Account Payment' screen. The 'Amount' is \$399.97. The 'Method' dropdown menu is open, showing options: 'Select Method', 'Electronic Check (checking/savings)', and 'Credit Card via PayPath'. There are 'Back' and 'Cancel' buttons to the right. A note at the bottom states: '\*Credit card payments are handled through PayPath®, a tuition payment service. A non-refundable service fee will be added to your payment.' Below that, it says: 'Electronic Check - Electronic check payments require a bank routing number and account number, or savings account. You cannot use corporate checks, i.e. credit cards, home equity, traveler's checks, etc.'

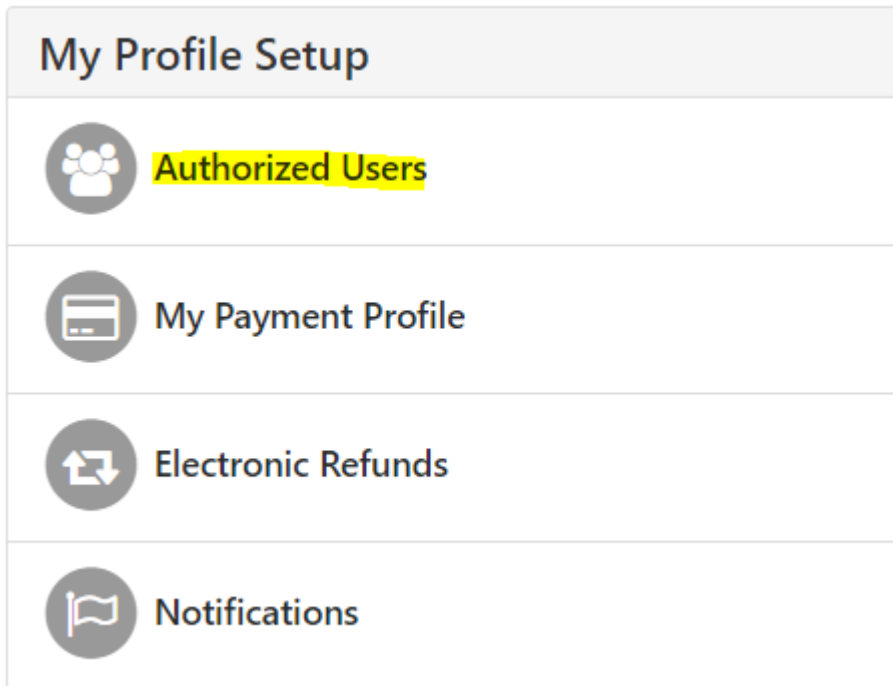
The rest of the steps should be pretty self-explanatory. If you have any questions, give us a call at 615-248-1242.

## How do I set up my parent, guardian, or employer as an authorized user so they can make payments?

First, see PDF entitled “Accessing Your Student Account (balance)” if you don’t know how to get to your student account.

If your parent or guardian will be making payments on your account, make sure to set them up as an authorized user in Student Account Center!

- a. Select “authorized users” (see the following screenshot)



- b. Enter the email address of the user you are authorizing and select continue.

## Authorized Users

From this page, you can give others (parents, employers, etc.) the ability to access your account information. In compliance with the Family Educational Rights and Privacy Act of 1974 (FERPA), your student financial records may not be shared with a third party without your written consent. Adding an authorized user is your written consent that an individual may view your account information and make payments on your behalf. Please note that authorized users DO NOT have access to your stored payment methods, academic records, or other personal information.

### ▼ Add Authorized User

E-mail address of the authorized user:

Would you like to allow this person to view your billing statement and account activity?

Yes  No

Would you like to allow this person to view your payment history and account activity?

Yes  No

Continue

Cancel

## How do I set up a preferred payment profile?

First, see PDF entitled “Accessing Your Student Account (balance)” if you don’t know how to get to your student account.

To set up a payment profile, you can select the “Payment Profile” link in the middle of the page or the link under “My Profile Setup.”

The screenshot shows a dashboard with a sidebar on the right titled "My Profile Setup" containing links for "Authorized Users", "Payment Profile", "Electronic Refunds", "Auto Bill Pay", and "Notifications". The main content area includes a yellow banner about saving time by setting up a preferred payment profile, a red banner about a late installment payment, a green banner for making a payment, and a table for the student account summary.

Student Account	ID: xxxxx0010
Balance	\$56,564.41
Estimated Financial Aid	\$1,700.00
Balance Including Estimated Aid	\$54,864.41

You will need to either “Add New Payment Method” or select settings on the right of your “Saved Payment Methods” to make it the “Preferred” payment method. (see screenshots below)

The screenshot shows the "My Profile" page with the "Payment Profile" tab selected. It features a yellow banner about saved payment methods, a table of "Saved Payment Methods", and an "Add New Payment Method" section.

Payment methods	Preferred	Modified	Action
Checking *4444		7/7/17 14:39:04	

A close-up of the "Action" menu for a payment method, showing options: "Edit", "Delete", and "Set as Preferred".

A close-up of the "Preferred" status being set for a payment method, showing a green checkmark and the word "Preferred".