

CHANGES TO PAYMENT POLICY EFFECTIVE JULY 1, 2009

Effective July 1, 2009, our policy for online payments will change as follows. 1) We will continue to offer **free** electronic checking using the CashNet E-Check option and 2) We will continue to accept Mastercard and Discover credit cards and we have also added a new credit card option – American Express. Visa cards will no longer be accepted. Online credit card payments will now incur a **non-refundable** convenience fee of 2.75% which will be charged to your transaction based on the total amount of your payment. The college will also no longer be able to process credit card payments over the phone or authorizations received in the mail or by fax. This change in the way credit card transactions are processed is required to offset the costs imposed on the college by credit card processing companies. The convenience fee is collected by the college's payment processor and the college receives no portion of the fee.

Please see below for details on paying by eCheck. Paper checks will still be accepted for payment when mailed to the Business Office. Payment by eCheck or paper check will not incur convenience fees.

For all online payments, students should continue to log in to the student portal, ACORN. If you do not have an ACORN account, visit <https://acorn.charteroak.edu/> and click on "request an account".

We regret any inconvenience this change in policy may cause. Our first priority is to provide a quality education experience for our students while maintaining affordable and competitive tuition rates. One of our "security" goals is to have no papers in our office that contain a student's credit card information.

Details on eCheck:

When paying online via the ACORN portal, eCheck will be offered as an option. You will be asked to enter your routing number and account number. Click on this link: <https://commerce.cashnet.com/cashnetd/selfserve/ACHHelp.aspx> for examples of how you can correctly identify these numbers on your personal check.

For all other questions, please contact our Business Office at 860-832-3909.