XAVIER UNIVERSITY OF LOUISIANA

Student Accounts Department

1. **What is CASHNet?**

CASHNet is the University's new online billing and payment processor. CASHNet allows students and authorized users to pay tuition, room and board, health insurance and fees online. Also, through CASHNet, students and authorized users will be able to enroll in the Student Loan Installment Plan and to view the student e-bill.

2. **What are CASHNet hours?**

The CASHNet system is available 24 hours a day, seven days a week.

3. **What is e-billing and e-payment?**

Electronic billing (e-billing) is a service that enables students and authorized users to receive notification of e-bills through email and access bills through an online account. Electronic payment (e-payment) is a service that enables students and authorized users to make payments online through a secure web site.

4. **How do I make a payment in CASHNet?**

How to Pay with Your Checking or Savings Account:

Step	Description
1	Log into Banner Web, and enter your User ID# (Student ID#) and Pin and then click "Login".
2	Click on "Tuition and Fees Online Payments".
3	Click on "Make a Payment".
4	Enter the Payment Amount in the appropriate term and then click "Continue".
5	Select "New bank account".
6	Enter account holder name, select account type (i.e. checking or savings), enter routing transit number, bank account and confirm the bank account number by re-entering. Please note that in this step you have the option to save the banking information for future use by providing a name for the payment method; and then click "Continue".
7	Review the "terms and conditions" of the CASHNet Transact Campus, Inc. User Agreement and click to check the indicator box; then click "Continue".
	Review the information and click on "Pay $".

How to Pay with Your Credit or Debit Card:

Step	Description
1	Log into Banner Web, and enter your User ID# (Student ID#) and Pin and then click "Login".
2	Click on "Tuition and Fees Online Payments".
3	Click on "Make a Payment".
4	Enter the Payment Amount in the appropriate term and then click "Continue".
5	Select "New credit or debit card".
6	Enter your credit or debit card number, expiration date, security code and zip code. Please note, during this step you also have the option to save the payment method for future use by entering a name for the payment (ex. My Credit Card); then click "Continue".
7	Review the "Terms and conditions" of the CASHNet Transact Campus, Inc. User Agreement and click to check the indicator box; then click "Continue".
8	Review the information and click on "Pay $".

5. **Is there a fee for paying online?**

If paying by e-check and utilizing ACH through your checking or savings account, there is a $1.75 per check charge, which will be paid by Xavier for the Fall 2020 semester. Please ensure that you follow the instructions very carefully and properly input your bank's routing number and account number. Returned electronic checks are treated the same as any dishonored item. The student's account will be charged a fee if a check is returned. For credit and debit card payments, the University will also pay the credit/debit card processing charge (2.75%) for the Fall 2020 semester.

6. **What payment methods are accepted through CASHNet?**

Xavier University currently accepts payments via ACH (e-check) and debit or credit cards.

7. **If I pay online today, when is the payment reflected on my student account?**

Online payments through CASHNet are typically applied to the student's account immediately.

8. **I'm not comfortable paying online, can I still mail a check?**

Yes! You can mail a check to the following address:

Xavier University
Office of Student Accounts
1 Drexel Drive, Box 121
New Orleans, LA 70125

9. **Will the online bill notification be only sent to the student's email?**

When a new bill is ready to view, students will receive an email notification to their Xavier University's email account. Authorized users who have been established by the student will also receive an email notification.

10. **Who can be an authorized user?**

Students have the option to designate another party, such as a parent, to view and pay student bills. This third party will receive their own log-in information by email upon being authorized by the student. The authorized user will be notified via email that the student's e-bill is available for viewing.

11. **How can a parent or other authorized user utilize CASHNet?**

PLEASE NOTE: To comply with the Family Educational Rights and Privacy Act (FERPA), students must first grant permission to release their student account information before access to CASHNet is provided to parents and other authorized parties.

If not already completed, please ask the student to perform the following steps to authorize a parent or an additional user to utilize CASHNet.

1. Click "Send a Payer Invitation".
2. Enter the Payer's first name, last name, and email address.
3. If you would like to grant the parent or additional user access to billing statements, check the indicator before clicking "Send Invitation".

The parent or additional user will receive an email from CASHNet with their log-in credentials.

12. **Can a student have more than one authorized payer?**

Yes, a student can authorize more than one payer.

13. **Can authorized users view other authorized users information?**

No. An authorized user does not have access to another authorized users financial information.

14. **Can multiple bank accounts be established for payment?**

Yes. Student and authorized users can establish and pay from multiple accounts.

15. **Can I get a paper bill?**

Paper bills can be obtained by accessing the account online, through CASHNet, and printing the e-bill. The e-bill can be accessed and printed from any computer with Internet and printer access. The e-bill can also be downloaded and e-mailed as a PDF attachment. If an authorized user would like to receive a paper copy of the bill, the student or user can print the bill at any time.

16. **Can other parties access financial information stored in CASHNet?**

CASHNet is PCI level 1 certified. This means that the information stored on the site is secure and cannot be accessed by anyone who does not have permission from the student to view that information. Any banking information stored on the site (including bank account numbers) is not viewable by anyone other than the person who entered the information.