

Payment and Billing Instructions Using CashNet Web Based Provider

We are looking forward to the start of the spring term on January 09, 2012. Harding introduced a web-based, paperless billing, payment and installment plan at the start of the fall 2009 term.

In order to explain and make the system user friendly, please read the instructions below: **Internet Explorer is advised.**

Students Only:

1. Log in at <https://pipeline.harding.edu>
2. Select the REGISTRATION TAB
3. Under MY ACCOUNT: Select View Biil, On Line Payment, or Payment Plan Enrollment
4. Student will now be connected to the CashNet system and screens
5. **Students – to allow parents access to your account**
 - a. Log in as directed above to the CashNet System
 - b. Select Add Authorized Users
 - c. Assign a simple username for parent (no spaces, one word) and enter parent's email address
 - d. An email containing a password, username and site address will be emailed to the parent.
 - e. Multiple parents or other individual access may be created.

Parents Only:

1. Once you receive the email from CashNet, log in to <https://commerce.cashnet.com/hardingpay> using your username and password from the email. Usernames and passwords are case sensitive
2. Change password and record username and password for future use
3. If parent has more than one student at Harding, each student must follow the above procedures to set up a parent username and password and parent will log into each account separately.
4. Parents will always use this website to view statements and make online payments

Billing Statements:

1. Statements may only be viewed electronically, saving paper, printing and postage
2. Statements will be processed the first of each month during the term
3. An email will be sent to each student when statements are ready to be viewed
4. Parents will also receive the email if a parent pin and email address has been created
5. The email will direct the student and/or parent to log in to the CashNet site to view the statement
6. The statement is only current as of the billing date on the statement
7. Reminder emails are sent if the statements are not viewed
8. Emails will not always be sent if the account does not have a balance due, but the statement will be available on line

Payments On Accounts:

1. Log into CashNet site---Students through pipeline, parents using parent pin and username at <https://commerce.cashnet.com/hardingpay>
2. Select Account Balance Link
3. Enter Amount of payment and add to shopping basket and proceed to checkout
4. Select payment method—electronic check or credit card and continue checkout
5. Electronic checks do not have a fee, credit card fees are 2.75% of payment
6. Fill in banking or credit card information and continue to checkout—please enter numbers carefully
7. You may save your banking or credit card information for your next payment or reenter each time
8. Payment will show immediately on the student account but may not withdraw from your bank account until the following day—please be sure funds are available before submitting the payment
9. All credit cards except Visa are accepted—Visa has limitations that will not allow its use

Installment Payment Plan Enrollment Using CashNet

1. Log into CashNet site---Students through pipeline, parents using parent pin and username at <https://commerce.cashnet.com/hardingpay>
2. Select Installment Payment Plan Link
3. Follow links to enroll
4. Enrollment fee is \$25.00 and must be paid at enrollment
5. Payments will be due the first of each month and reminder emails will be sent
6. Payments may vary as charges are added to the accounts by your student during the term
7. Payments should be made each month using the installment payment link
8. Failure to make the full monthly payment on time will incur a \$35.00 penalty
9. If this method of enrolling in the payment plan is selected, payments must be made on line

Auto Payments for Payment Plans:

1. After completing payment plan enrollment, save banking or credit card information
2. Select Auto Payment Option
3. Auto payments using credit card or electronic check **MUST** be set up each term
4. The amount of the payment may vary if charges are added to the account by the student
5. If banking or credit card information changes, payments may not be processed as expected resulting in a late fee of \$35.00
6. It is the customer's responsibility to verify that the payment was made by checking the Business Office Account on line or checking your bank statement Payment may also be verified on the CashNet Web page under recent payments.
7. Credit card fees and electronic policies apply to auto payments

Manual Installment Payment Plan Enrollment:

Students and parents that want to use paper checks or money orders can mail payments to the Business Office at Harding. Wire payments are accepted-contact the Business Office for routing information.

If manual payment plan enrollment is desired, follow the directions below:

1. Log on to www.harding.edu/businessoffice and print the enrollment form
2. Mail the completed form along with a check for the \$25.00 enrollment fee to the Business Office at Harding
3. Payments are due the first of each month
4. Failure to make the full monthly payment on time will incur a \$35.00 penalty.
5. Statements will be available only on line and monthly payment amounts will not be listed---each customer will need to manually figure the amount due

If payment plans are not desired, account is due in full by February 1, 2012. Additional charges or fees may be added during the term and are due as billed each month on line. It is the student and/or parents responsibility to view the statement each month for any changes in the account. Any accounts that are not paid in full will incur interest at 5.5% per annum compounded monthly until paid.

Thank you for choosing Harding University. Any questions should be directed to the office listed below.

Harding University Business Office

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Searcy, AR 72149

Businessoffice@harding.edu

www.harding.edu/businessoffice

1-866-370-4336