

Student Payment Policies and FAQs

Students are responsible for paying all charges for educational services, including tuition, fees, and other charges assessed by Palo Alto University for each period of enrollment. This document summarizes payment responsibilities, available payment methods, payment-plan requirements, and the consequences of unpaid or returned payments.

For assistance, contact the Student Billing Coordinator at 650-417-2012 or bursar@paloaltou.edu.

Payment Due Dates and Registration

Tuition and other out-of-pocket expenses not covered by financial aid must be paid by the applicable due dates to avoid late fees or registration holds.

Payment due dates are published in the [Academic Calendar](#), along with registration deadlines, billing statement release dates, add/drop deadlines, holidays, and other important dates.

Students who register after the published payment due date must pay tuition and fees in full or enroll in a payment plan at the time of registration, after deducting applicable loans, grants, or scholarships.

What is the late registration fee?

PAU assesses a \$100 late registration fee each quarter when a student does not complete registration by the applicable registration deadline.

Account Information and Payment Methods

Where can I find my account information?

Log in to the MyPAU Student Portal through ONELOGIN and then

- Select "View or Pay My Bill"
- View, download, or print your account statement.

How can I pay my balance?

Students may pay tuition and fee and other account balances online through CASHNet, a third-party payment vendor operating under an agreement with PAU, by credit card, debit card, or eCheck/ACH.

To make an online payment:

- Login into Student Portal through ONELOGIN
- Select 'view/pay' bill from the Student Tab.
- Select CASHNet and follow the prompts.

To pay by check, mail the payment to:

Palo Alto University, Bursar's Office, 1791 Arastradero Road, Palo Alto, CA 94304.

Effective Fall 2026, a service fee applies to tuition and fee payments made by credit or debit card: 2.95% for domestic card transactions and 4.25% for international card transactions. The minimum service fee is \$3.00 for transactions over \$20 and \$1.00 for transactions of \$20 or less.

PAU does not assess a service fee for payments made by eCheck/ACH, check, or money order. Bank or intermediary fees may apply to wire transfers.

For wire-transfer instructions, contact bursar@paloaltou.edu.

CASHNet Payment Plans

CASHNet, a third-party payment vendor operating under an agreement with PAU, administers the University's automated quarterly payment plans. Students must pay their account balance in full or enroll in a payment plan by the applicable payment due date.

CASHNet charges a \$35 enrollment fee for each quarterly plan. The quarterly balance is divided into three monthly installments for the fall, winter, and spring quarters and two monthly installments for the summer quarter.

Payment plan enrollment opens when quarterly billing statements are posted to student accounts and closes after the last day of the quarter's add/drop period. Billing due dates and add/drop deadlines are published in the [Academic Calendar](#).

The first installment must be paid by the due date shown in the enrolled plan. If an installment remains unpaid for 15 days after its due date, CASHNet will assess a \$10 late fee on the missed installment.

Changes in enrollment may increase or decrease the payment-plan balance when courses are added or dropped after enrollment in the plan. Any additional amount due must be paid at that time. CASHNet will notify the student of changes to the scheduled plan payments.

How do I enroll in a payment plan?

Log in to the MyPAU Student Portal at https://my.paloalto.edu/ICS/Student_Portal/

Then:

- Select "View or Pay My Bill"
- Select CASHNet and follow the prompts

Students should review CASHNet's terms and conditions during enrollment. For questions about a CASHNet payment plan, contact the CASHNet Student Services Call Center at 800-339-8131.

What happens when payment-plan installments are missed?

If two installments are missed, CASHNet will void the payment plan. The remaining account balance will become due in full and may be subject to additional late fees. PAU will place a hold on the account that restricts future registration.

Account Holds and Delinquent Balances

Unpaid balances will result in an account hold that prevents future registration. PAU may assess applicable late fees on outstanding balances.

Returned Payments

If a payment is returned for any reason, the student must repay the amount using certified funds. PAU may also assess a \$25 return payment fee.

Financial Aid and Account Balances

Why do I still have a balance if financial aid should cover my tuition and fees?

Anticipated financial aid may not appear on the student account, or may not fully cover the balance, for one or more of the following reasons:

- You have not completed the FAFSA for the applicable award year.
- You have not accepted, reduced, or declined your financial aid awards.
- The financial aid you accepted is not sufficient to cover all tuition, fees, and other account charges.

If you have completed the required steps but still have a balance and are unsure why, contact the Office of Financial Aid at 650-433-3824 or financialaid@paloaltou.edu.

Returning to PAU

Can I return to PAU if I have a past-due account balance?

If you wish to return to PAU, contact the Office of Admissions at admissions@paloaltou.edu. Past-due account balances must be paid in full before readmission.