Can I pay tuition, fees and other student financial services account charges by credit card?

Yes. Credit card payments are only accepted online. As of July 1, 2015, the University of Wyoming does not accept credit card payments by mail, in person, over the phone, email, or via fax for student account payments. Credit card payments are no longer processed by UW. TouchNet, a secure third-party payment service provider, processes online credit card payments for tuition, fees and other student-related financial charges.

What credit cards are accepted for payment of student tuition and fees?

The University of Wyoming accepts VISA, MasterCard, American Express, and Discover Card for payments of tuition, fees, and residence hall, dining charges and student health insurance.

Is there a fee for using a credit or debit card for financial services student account payments?

As of July 1, 2015, card users are assessed a separate, non-refundable convenience fee of 2.75% of the payment amount ($3 minimum fee) – at the time of each credit or debit card payment for student account charges. The non-refundable convenience fee is assessed by our third-party processor, not UW, and will be included with your total payment amount on your credit card statement. For checking or savings account debits, please use the e-check option to avoid paying the convenience fee.

Is the convenience fee refundable?

No. the 2.75% ($3.00 minimum) convenience fee is non-refundable, even if the payment to which it relates is canceled, refunded, credited or charged back. Any convenience fee disputes must be taken directly to your credit card company.

How can I pay my student account and avoid the convenience fee?

- E-Check payments from checking and savings accounts will continue to be accepted online without a convenience fee via WyoWeb.
- Mail checks or cashier checks to the following address:

  The University of Wyoming Cashier’s Office  
  Department 3903  
  Laramie, WY 82071
• Pay in person by check or cash at the Cashier’s Office located in Knight Hall room 170. The office is open Monday through Friday from 8 am to 4 pm during the fall and spring semesters and 7:30 am to 3:30 pm during the summer semester.

Why can’t I see the convenience fee charge on my student account?

The convenience fee is assessed by our third-party processor, not UW, therefore it will not appear on your student account. There will be two separate transactions that appear on your credit card statement. One transaction for the student account payment and one transaction for the convenience fee.

Why is a convenience fee added for credit card payments?

The costs associated with processing credit cards continues to grow each year, and the University wants to continue to offer the option to pay by credit card. Unfortunately, the University of Wyoming cannot continue to absorb these costs. In order to address this annual demand on its budget, the University of Wyoming made changes effective July 1, 2015, in the way credit card payments were accepted for student financial accounts by passing the cost of the credit card convenience fee along to those using the service. This change was approved by the University’s Board of Trustees along with the annual Fee Book. The convenience fee charged by our third party processor, TouchNet, covers the cost of processing credit and debit card payments. UW does not receive any part of the convenience fee.

Do other universities charge convenience fees for credit card payments?

Yes. Many other private and public universities have been charging credit card convenience fees for quite some time. The University strongly believes that by not absorbing these costs it will be able to use those funds to better serve the University of Wyoming’s mission of teaching, research and public services.