

Frequently Asked Questions: Student Payments Online

How do I pay my fees since the cashier's office is completely online?

- Sign in to your My.Southwest portal and select:
- "Registration/Online Services"
- "Student Account"
- "Make a Payment"
- "Login" if prompted
- Select "Open Online Bill Pay"; this will take you to Touchnet
- "Open Bill Pay,"
- Select the correct term you would like to pay.

Who to contact for help or questions about my account?

Contact the Cashier's Office at bursar@southwest.tn.edu or 901-333-5292.

When can I make a payment online?

Payments can be made online 24 hours per day.

When is my deferred payment due?

Payments that were originally due on March 31 have been granted an extension until **April 15, 2020**.

What if I do not have my payment now?

Payments are due April 15. If payment is received after April 15, a \$25 late payment fee will automatically be added to your account.

What if I can only make a partial payment?

Partial payments are accepted, but please pay the remaining balance as soon as possible. A \$25 late fee will be applied to your account.

What type of payments are accepted?

We accept personal checks and all major debit and credit cards such as Visa, Mastercard, Discover and American Express. *Checks are also accepted for online payment.

How can I check my balance?

Students can access their account on the web at <http://my.southwest.tn.edu>. Your email address and password will be required. For help, contact the help desk at 333-HELP.

Will I receive a bill for my balance?

Invoices are not mailed, but balances can be viewed online. Students should access My.Southwest portal to view account balances.

Why do I have a late payment fee on my account?

Late payment fees are automatically posted when payments are received after the due date. Please refer to your Deferred Payment Agreement for details.

Do I have to pay my fees all at one time?

Deferred payment plans are allowed for students who qualify.

Fall and Spring Semester Payments

Charges are due and payable in full prior to class start dates. Students in good standing may be eligible to participate in the Deferred Payment Plan.

Are there any fees associated with deferred payment plans?

Deferred payment plans require a \$10 service fee plus 50% of the account balance. Remaining balances are due in two equal installments on the dates listed on each student's deferred payment plan. A \$25 late payment fee is automatically added to the account for each payment that is not made on the due date (\$50 max per term).

What about deferred payment plans for summer term?

Deferred payment plans are not available for the Summer Term.

What if I miss an installment? Will I be dropped from my class?

Students enrolled in the deferred payment plan will not be dropped for failure to make the scheduled payments. However, non-payment of account balances will result in the college withholding services including grades, transcripts and future registration until the account balance is paid in full.

What happens if I don't pay my balance?

Non-payment of account balances will result in the college withholding services including grades, transcripts and future registration until the account balance is paid in full. Unpaid accounts are subject to referral to a collection agency and may be reported to the credit bureau.

What if my check is returned from the bank as unpaid?

A \$30 returned check fee will be charged to the student account. The account will be placed on hold, and the student is given 10 days to redeem the check in order to clear their account. Cash or credit card payments must be made within 10 days, or the student will be dropped from all classes. The account will remain on hold until all fees are satisfied.