

## **Summer Intern Housing Program Payment Plan Information**

To accommodate guests who rely on internship wages to pay expenses, Residence Life and Student Housing may offer a payment plan. Payment plans may be approved based on individual circumstances and may not be extended to every guest. Administrative fees will apply.

### **Do I qualify for a Payment Plan?**

All of the following requirements must be met to qualify for a payment plan:

- Total of lodging and amenities charges must meet or exceed \$1000.00.
- Guests must sign a contract for six or more consecutive weeks.
- Guests may not have a prior balance due with Residence Life and Student Housing.
- All charges must be paid via credit card on the RLSH TouchNet Portal.
- Guest agrees to pay all fees and charges per their signed agreement.

### **Payment Plan FAQs**

- Individual payment plans will be outlined on a Charge Summary. Charge Summaries can be amended to reflect additional charges (for lodging or amenities) and/or delinquent payment fees.
- Each adjustment will result in a new Charge Summary that must be signed and returned via email or in person to the Conference Office within two days of the adjustment.
- Your current Charge Summary is viewable upon request at the RLSH Conference Office, Rm. 111 in the SRC Commons building.
- Payment plans will include all charges related to your stay including lodging, amenities selected, the housing application fee and all administration fees.
- Your first payment is due when you set up your plan.
- Charges for amenities and fees will be included in your first payment.
- Payments are due on the first of the month. Your due dates will be reflected on your Charge Summary.
- Payments are due by 5:00 pm on the due dates listed on your Charge Summary. Access to the payment portal is available 24/7. When payment due dates fall on weekends or holidays, payments are still due. Payments can be made in advance of due date.
- Payment Plans do not roll over into subsequent stays. You must create a new plan for each consecutive stay. Additional weeks or days may be added to your current Payment Plan as long as there is no break in consecutive dates of paid lodging.
- A length of time in which you are not paying for lodging and have checked out of the hall is considered to signify the end of your stay. Additional lodging purchased after such a break will be considered a subsequent stay and will require a new contract. A payment plan for this subsequent stay will need to meet all of the payment plan requirements.

## What are the fees associated with a Payment Plan?

- There is a one-time administrative fee for all payment plans. This amount is dependent upon the payment plan selected.
  - Plan 1: 2 payments: \$30.00
  - Plan 2: 3 payments: \$35.00
  - Plan 3: 4 payments: \$40.00
- **Universal Transaction Fees:** The University of New Mexico contracts with TouchNet Information Systems Inc. to process online payments. A 2.85% service fee (minimum \$3.00 fee) is assessed on all credit and debit card payments processed by TouchNet. For each payment, two separate transactions will appear on your credit card statement: One will appear as a payment to the University of New Mexico; the other will show the service fee assessed by TouchNet PayPath.
- **Delinquent Payments:** Payments not received by 5:00 pm on the due date appearing on the Charge Summary are considered delinquent.
  - Delinquent payments result in a service fee of \$20.00. The Delinquent Payment Service Fee is invoiced separately and due upon receipt.
  - If payment is delinquent for more than 2 (two) days, access to your apartment and room may be blocked until the delinquency is resolved, including associated late fees.
  - Payments not received within 1 (one) week of the due date on your Charge Summary will be considered a default of contract and may result in eviction.
- **Contract Cancellations and Releases:** In the event of a contract cancellation or release, administrative fees are non-refundable.
- Failure to remit payment for charges due to RLSH may result in legal action taken by UNM Collections.

## Using the RLSH Credit Card Portal

- Once agreement is signed and approved, a link to the secure TouchNet payment portal. You will use this link for all payments.
- When you make a payment on the portal, a system confirmation of your transaction is received by our office.
- Payments by another on your behalf are accepted. Please ensure the third party references your name when completing the transaction. Please email [lodging@unm.edu](mailto:lodging@unm.edu) after the transaction has been completed to let us know a payment has made on your behalf. Include the order number name on credit card used.
- You do not have to use the same credit card for all of your payments.

## About TouchNet

- TouchNet Information Systems Inc. is a PCI-PA-DSS compliant vendor (Payment Card Industry Payment Application Data Security Standard).
- **What credit cards does TouchNet PayPath accept?**
  - This service accepts all major credit cards, including Visa, MasterCard, Discover and American Express.