



## E-COMMERCE FREQUENTLY ASKED QUESTIONS

Official Payments enables students and parents to pay their tuition bills and fees by credit card or electronic check via the Internet. The payment process is simple and secure. Go to your school website and access Web Advisor through the student menu. American Express®, Discover®, MasterCard®, VISA®, and electronic checks are accepted.

Paying tuition and fees electronically allows students/parents to take advantage of credit card rewards and payment flexibility. The payment process is fast, easy, and secure.

### **Q. Who is Official Payments?**

A. Official Payments is the leading provider of electronic payment options for higher education institutions and federal, state, and local government agencies. Official Payments processes electronic payments for 2,200+ counties, municipalities, and higher education institutions across all 50 states.

### **Q. What are the advantages of using Official Payments?**

A. The service makes paying tuition and fees more convenient in many ways:

1. Faster payment via Internet - no need to call or mail a check
2. Flexibility to pay credit card balances over time
3. Rewards from card issuers that carry such programs
4. Comfort of knowing your payment has been made through a trusted and secure service provider that is authorized by the IRS since 1999

### **Q. What payment methods does Official Payments accept?**

A. American Express®, Discover®, MasterCard®, VISA®, and electronic checks are accepted.

### **Q. How else can I pay my bill?**

A. In Person: You may pay in person at the Business Office.

By Mail: You may send a check, money order or certified bank check. Please make sure the payment includes your student ID number on the check.

### **Q. Can I use any type of check for an electronic check payment?**

A. No, only checks from a regular checking or savings account are accepted. Checks issued from credit card companies, money market accounts, home equity, or other lines of credit cannot be processed as an electronic check payment. However, you may mail those checks.

### **Q. How safe is Official Payments' system?**

A. Official Payments is PCI, FERPA, and GLB compliant. Our systems pass an annual 1,000-point security check conducted by the IRS. The information Official Payments gathers is private and will not be forwarded to anyone.

### **Q. Will I receive a confirmation of my payment?**

A. Yes. You will be provided a confirmation number at the end of the transaction. This confirmation number and your credit card or bank statement will provide confirmation of your payment. If you pay via the Internet you will be able to print your confirmation number.

### **Q. Who do I call if my payment doesn't appear on my credit card or bank statement?**

A. Call the business office at your school.