

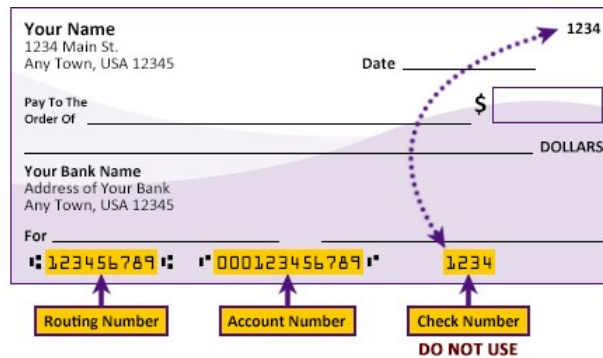


Penn.Pay Frequently Asked Questions (FAQ)

1. Is the credit card convenience fee refundable?
 - a. The convenience fee is not collected by Penn but by a vendor who collects it for maintaining the site. Under no circumstances can that fee be refunded.
2. My estimated financial aid memo was listed and now has disappeared; what happened to it?
 - a. Estimated or pending aid appears on your account as a Memo and has an expiration date associated with it. After that expiration date has passed it is removed from your account. You may wish to contact Student Financial Services counseling staff to explain any special circumstances associated with your aid.
3. Is the system available for use on my mobile device?
 - a. Yes, the Penn.Pay software can be accessed from any mobile smart device.
4. How many statements will be available for review?
 - a. Going forward Penn.Pay will store up to 36 previous statements which would be available for review, however if you are looking for statements generated prior to the July 5th 2016 bill, you must go to the 'old' site which will be available until August 1st 2016.
5. How can I save my statements to my PC or Mac?
 - a. To save your statement, simply select File then Save As from your browser window menu, or right click and select Save As. Please adjust the file name as necessary.
6. Will 'Alerts' be emailed to students or will they only be able to view them by accessing the site?
 - a. Alerts are viewable only within the website.
7. What credit cards are accepted?
 - a. Currently American Express, Discover and Master Card are accepted.
8. Does the new system accept non-transactional accounts or only transactional Checking or Savings accounts?
 - a. Only checking and saving
9. Does the system accept payment from any banking institution or only US banks?
 - a. Only U.S. Banks
10. Are fees assessed in addition to any service fees (convenience fee) assessed by 'PayPath?'
 - a. The only fee assessed when using a credit card for payment is the 2.85% convenience fee assessed by PayPath. E-Payments from checking or saving are fee free.



11. Does the system accept Pre-paid debit cards or gift cards?
 - a. If these cards have the Master Card, Discover or American Express logo on them, they can be used as payment.
12. Is there a required payment amount?
 - a. You may submit a payment for any amount up to \$500.00 over the amount due.
13. Can a payer make two or more payments on the same day?
 - a. Payers can make multiple payments in the course of a single day; they may or may not be for the same amount.
14. Where is the routing number for my account?
 - a. There is an illustration of a check available on the site as seen below



Please enter your banking information as shown in the example above.

- **Routing number** - always comes first and is exactly 9 digits.
- **Account number** - varies in length. May appear before or after the check number. Include any leading zeros, but omit spaces and non-numeric characters.
- **Check number** - is not needed. Do not include the check number.

It is important to enter your banking account information accurately, or your payment cannot be successfully completed. If you have questions, please contact your bank.

DO NOT enter your debit card number.

15. Can staff delete Authorized Payers on the student's behalf?
 - a. Staff **cannot** delete Authorized Payers on behalf of a student
16. Where do students and authorized users log on?
 - a. Students have multiple pages where they can log on or where they will be directed to log on. They include the Penn Student Portal, Penn InTouch, and the Student Financial Services home page. Authorized users will be e mailed a link, when they accept a student's invitation.



17. What browsers are compatible with this site? Internet Explorer, Chrome, Firefox, Safari, etc.
 - a. All browsers are compatible with the software.

18. Are printable coupons still necessary when mailing in payments?
 - a. Yes they are; be sure and write the student's full name and 8 digit Penn ID# on the check. Payments may be mailed to
University of Pennsylvania, Student Accounts
3451 Walnut Street
Franklin Building, Suite 221
Philadelphia, PA 19104

19. If a payment is submitted in error, using a credit card, is it then refunded back to the card?
 - a. If you have submitted a credit card payment in error, please contact Student Financial Services within 3-5 business days and they will discuss your options.

20. How far back can statements be printed out for those students who have already graduated?
 - a. Previous statements will be available until August 1st 2016 via the 'old' Penn.Paysite.

21. How many Authorized Payers can be invited?
 - a. You may invite up to ten Authorized Payers.

22. Is there a way to avoid any email correspondence or e-Bill notification from winding up in my Spam or Junk folders?
 - a. While there are no guarantees that correspondence will not end up in a spam folder, you can certainly reduce the chances by adding srfsdnr@exchange.upenn.edu to your address book.

23. If a payer has more than one student enrolled at Penn do they need to set up separate accounts for each student?
 - a. No, a single account may be used to manage multiple students at Penn.

24. If a credit card payment declined, is there a real time notification?
 - a. If a credit card is rejected then the payer will receive real time notification

25. If an electronic payment (e-check) is returned, will I receive real-time notification?
 - a. If an electronic payment is returned notification will occur via routine banking channels.