

QuikPAY: Pay Your Bill

QuikPAY, our online bill-management system, comes with a secure payment feature that allows students to pay their University bill online. A few reminders:

- (a) Electronic payments are preferred, but not required. You can still pay your bill in person or via mail. Use the *Payment Options & Restrictions* handout to choose the most convenient option.
- (b) QuikPAY offers two payment options: electronic transfers and credit/debit card charges. These options are not available when paying in person or via mail. Use your:
 - *Checking or savings account* to authorize an electronic transfer from any U.S. bank account at no charge. If your bank is not based in the U.S., you need to use a wire transfer instead of QuikPAY. See the *Use a Wire Transfer to Pay Your University Bill* handout for details.
 - or -
 - *Credit or debit card*. You can use any credit or debit card *except VISA*. A non-refundable service fee (2.75% of the total amount charged) applies to all transactions.
- (c) (Optional) *Payment Profiles* expedite your transactions: create a secure profile for each bank account and/or credit card you plan to use, and avoid entering your account information every time you make a payment. See the *Add a Payment Profile* handout for details.

A. Make A Payment

You can use QuikPAY to pay your bill any time. Late fees apply to all payments received after their due date. Refer to your statement for your *Payment Due Date*.

1. Log on to SPIRE at <https://spire.umass.edu> with your 8-digit UMass ID.
2. On your *Student Center*, under *Finances*, click *View/Pay bill*. Your QuikPAY home page opens in a new browser window. **Note:** Make sure your browser's pop-up blocker is disabled or QuikPAY will not open.
3. From your QuikPAY home page, click *Make Payment*. The *Enter Payment Amount* page for your current statement opens.
4. On the *Enter Payment Amount* page:

Fig 1.0. Enter your payment amount

Enter Payment Amount

Please enter in the amount you want to pay and click "Continue" button.

Account:	Bursar Bill	This is the amount you currently owe.
Due Date:	08/10/2007	
Amount Due:	\$14,316.00	
Statement Balance:	\$14,316.00	
Payment Amount:	<input style="width: 100%;" type="text" value="14,316"/>	
Payment Method:	<input style="width: 100%;" type="text" value="eCheck"/>	Select <i>eCheck</i> to make a payment from your checking or savings account. Select <i>Credit Card</i> to charge your credit or debit card.

- Click on [Meal Plan Options](#) for additional information.
- Click on [UMASS Amherst Office of the Bursar](#) for a further explanation of Mass PIRG and Child Care fee waivers.

- The *Amount Due* field lists the amount you currently owe, including the *Mass PIRG* and *Child Care* fees.
Note: Your contributions to the Massachusetts Public Interest Group (Mass PIRG) and the Child Care Tuition Assistance Program are optional. To waive the *Mass PIRG* and *Child Care* fees, check your *Current Statement* for the fee amounts, then deduct them from your total *Amount Due*.
- In the *Payment Amount* field, enter the amount you wish to pay.
- From the *Payment Method* drop-down list, select *eCheck* to make a payment from your checking or savings account. Select *Credit Card* to charge your credit or debit card.
Note: The *Payment Method* drop-down list may also include your *Payment Profile(s)* if you choose to save this information in QuikPAY.
- Click *Continue*.

A.1. Pay via Electronic Transfer

If you select *eCheck* as your *Payment Method*, the *Provide eCheck Information* page opens.

Note: If you select a stored profile, QuikPAY will automatically direct you to the account confirmation page (see *Step 6*).

5. On the *Provide eCheck Information* page:

- Under *Current Payment*, verify the *Payment Amount*.
- Under *Account Information*, enter your bank account details.
- Under *Billing Address Information*, enter the address that your bank has on file for this account. *Note:* This billing address may be different from your address at the University.
- Under *Contact Information*, in the *Daytime Phone* field, enter a phone number where you can be reached during regular business hours.
- (Optional) Under *Profile Information*, enter a *Profile Name* (e.g., *myChecking*) and select the *Save Profile* check box to create *Payment Profile* for this account.
- Click *Continue*. The *Is this eCheck information correct?* page opens.

6. On the *Is this eCheck information correct?* page, verify your profile information, then click:

- *Edit* to go to the *Provide eCheck Information* page and make additional changes.
- or -
- *Confirm* to initiate the payment. The *Processing Payment* page opens. Once your transaction is processed, the *Payment Receipt* page opens.
Notes: QuikPAY will process your payment in the next daily deposit. To cancel your payment, you need to contact your bank for a *Stop Payment Order* (you cannot use QuikPAY).

7. On the *Payment Receipt* page:

- Look for your 4-digit *Confirmation Number*. You'll need it if you contact the Bursar's Office about this payment.
- Click *Print* (upper right corner) to get a printer-friendly copy of your receipt. Your receipt opens in a new browser window.

A.2. Pay via Credit or Debit Card

If you select *Credit Card* or a stored credit/debit card profile as your *Payment Method*, the *Service Charge Notice* page opens.

5. On the *Service Charge Notice* page:

- Under *Current Payment*, verify the *Payment Amount* and *Service Charge*.
Note: This non-refundable service fee represents 2.75% of your *Payment Amount* and applies to all credit and debit card transactions.
- Under *Credit Card Information*, enter your card details or review your card information (if using a stored profile).
- Click *Continue* (or *Confirm* if using a stored profile) to finalize your transaction. The *Processing Payment* page opens. Once your transaction is processed, the *Payment Receipt* page opens.

6. On the *Payment Receipt* page:

- Make sure your payment has been *Approved and completed*.
- Look for your 4-digit *Confirmation Number*. You'll need it if you contact the Bursar's Office about this payment.
- Click *Print* (upper right corner) to get a printer-friendly copy of your receipt. Your receipt opens in a new browser window.

B. View Your Transaction History

QuikPAY keeps records of your online payments in the *Transaction History* area. Use your *Transaction History* to view past payments, including payments from your authorized payers, print receipts, or retrieve confirmation numbers. Your *Transaction History* does not include payments made in person or via mail.

1. From your QuikPAY home page, click *Transaction History*. The *Online Transaction History* page opens, with a summary of your payments, ordered chronologically by payment *Date*.

2. On the *Online Transaction History* page:

- Identify a failed transaction by the *Invalid Transaction icon* (✘) next to its *Confirmation Number*.
- Click the *Detail icon* (🔍) next to a payment to access its receipt.