

**Online Tuition Payments
Frequently Asked Questions**

FAQ - Official Payments: CCU's Payment System

Official Payments enables students and/or parents to pay tuition and fees by electronic check or by credit card via the Internet and telephone. The payment process is simple and secure. Visit [WebAdvisor](#) or call 866-480-6861. Payments by electronic checks as well as American Express[®], Discover[®], MasterCard[®] credit cards are accepted.

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

A convenience fee is charged by Official Payments based on the credit card transaction amount. The student/parent is notified of the amount of this convenience fee before the online payment is submitted for processing. There is no fee for payments made by electronic check or CCU OneCard -- an easy and quick way to pay.

Q. Who is Official Payments?

A. Official Payments is a leading provider of electronic payment options for colleges and universities as well as for federal, state, and local government agencies. Official Payments processes electronic payments for more than 2,200 counties, municipalities, colleges and universities across all 50 states.

Q. What are the advantages of using Official Payments?

- A. The new payment system makes paying tuition and fees more convenient in many ways:
1. Faster, more convenient payment via Internet and phone - no need to call or mail a check
 2. Greater options for payment, including credit cards or no-fee electronic checks
 3. Flexibility to pay credit card balances over time
 4. Rewards from credit card issuers that offer such programs

Q. What payment methods does Official Payments accept?

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

Q. Will Official Payments accept my CCU ID/OneCard?

A. Yes, when you make a payment in your WebAdvisor account you can use your CCU OneCard. Your OneCard is an FDIC-insured, pre-paid card that works like cash for making tuition and fees payments in WebAdvisor. Once you activate and register your OneCard, you can deposit funds onto it using a credit card or bank account. Bank transfers are free. Credit card loads (including Visa[®]) incur a fixed, per transaction fee. After you've loaded your OneCard you can use it to make electronic payments in your WebAdvisor account with no additional per-use fees. Go to the OneCard website for more information: www.ccu.edu/cougarcash/

Payment Services Provided by



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Q. May I use convenience checks issued by my credit card company, including Visa convenience checks?

A. Yes, VISA, MasterCard, Discover and American Express cardholders may use convenience checks provided by their credit card issuer to make a payment through the Official Payments electronic check payment option. Contact your credit card issuer to understand what fees it may charge for use of its convenience checks. No fee is charged by Official Payments if you use a credit card convenience check.

Q. Why is there a convenience fee?

A. Official Payments charges a convenience fee of 2.5% for processing credit card transactions. This fee is not charged by or paid to Colorado Christian University. The convenience fee is assessed to cover the costs associated with servicing thousands of credit card transactions. You will be informed of all fees before you authorize your payment. No convenience fee is assessed on electronic check payments, including OneCard payments.

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. How safe is Official Payments' system?

A. Official Payments is PCI, FERPA, and GLB compliant. Their 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. Why is Visa® not accepted?

A. Unfortunately, VISA credit card payments cannot be accepted due to current VISA regulations. These regulations do not allow VISA cardholders to pay for tuition and fees at colleges and universities using the Official Payments business model. VISA cardholders may use convenience checks provided by their credit card issuer to make a payment through the Official Payments electronic check payment option. Contact your credit card issuer to understand what fees it may charge for use of its convenience checks. No fee is charged by Official Payments if you use your CCU OneCard.

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

A. Call CCU Service Central at 303-963-3230 or 800-44-FAITH ext 3230. You can also send an e-mail to ARSupport@ccu.edu.

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