



Online Tuition Payments Frequently Asked Questions

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[®], and Visa[®] 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 service fee is charged by Official Payments based on the credit card transaction amount. The student/parent is notified of the amount of this service fee before the online payment is submitted for processing. There is no fee for payments made by electronic check -- 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 5,000 counties, municipalities, utilities, colleges and universities across all 50 states.

Q. What are the advantages of using Official Payments?

- A. The OPC payment system makes paying tuition and fees 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[®], Visa[®] and electronic checks are accepted.

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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 service fee?

A. Official Payments charges a service fee of 2.5% for processing credit card transactions. This fee is not charged by or paid to Colorado Christian University. The service 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 service fee is assessed on electronic check 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. You will also receive a payment notification email to keep for your records.

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. 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 (CUS students) or 303-963-3040 (CAGS students). You can also send an email to StudentPayments@ccu.edu.

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