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:

   - Click on 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.

   **Fig 1.0. Enter your payment amount**

   ![](image)

   - Select eCheck to make a payment from your checking or savings account. Select Credit Card to charge your credit or debit card.

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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 (곡) next to a payment to access its receipt.