UNIVERSITY OF THE PEOPLE

PAYMENT GUIDE

ANSWERS TO ALL OF YOUR PAYMENT & FEE QUESTIONS!

PAYMENT GUIDE

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1 PROCESSING FEES

University of the People's mission is to offer an accessible, quality education to any qualified student—that's why we're tuition-free.

In order to remain sustainable, we charge small fees for applications, credit transfers, and course assessments. Fees are subject to change and are always the responsibility of the student. This includes any additional banking fees related to credit cards, checks, money transfers, etc.

Below you can read about some of the fees you'll encounter as a student at UoPeople.

1.1 Application Fee

Applicants pay a one-time, non-refundable Application Fee of $60. This fee must be paid at the time the application is submitted.

For more information please view the UoPeople Catalog.

1.2 Transfer Course Fee

- Transfer credit evaluation requests are free. Once evaluated and approved, UoPeople charges a fee of $17 for each approved course you request to transfer.
- Transfer credits will be officially added to your UoPeople transcript only after all Transfer Course Fees ($17 per requested approved course to be transferred) are paid.

1.3 Course Assessment Fee

At the end of each course, students must pay a Course Assessment Fee to receive credit for the course. Payment windows open each term on Thursday of Week 5 and close on Sunday of Week 9. If Course Assessment Fees are not paid within this window, students will be put on Financial Hold.

1.4 Document Request Fee   ($15 per transcript, $25 per graduation documents)

Students can request official transcripts or documents proving their graduation status.

Should an academic transcript need to be authorized by an external agency, it is the student's responsibility to pay any included fees. There are three primary types of attestation processes: Notarization, Apostille, and Federal Authentication.

1.5 Attestation Fee   (Notarization $30, Apostille $120, Federal $175)

Attestation Process Types:

A. Notarization:

- Notarization is a type of attestation where documents are certified by a notary public.
- This process typically takes place at a notary office.
- The typical cost for notarization is $30.

B. Apostille:

- Apostille is a specific form of international document authentication recognized by participating countries.
- In the U.S., this process is handled by each state's Secretary of State.
- The typical cost for an apostille is $120.

C. Federal Authentication:

- Federal Authentication is often required for international purposes, particularly when dealing with federal-level documents.
- The cost for Federal Authentication varies.

It's important to note that the attestation process and requirements can vary between countries, institutions, and the individual student.

1.6 Special Letter Fee ($12)

A letter written to student specifications. The letter can include information about the student's fee, program, or other topic as requested by the student. Requests of a sensitive nature will be reviewed on a case-by-case basis.

1.7 Duolingo Fee ($59)

Duolingo charges a fee for students using their services to show their English proficiency.

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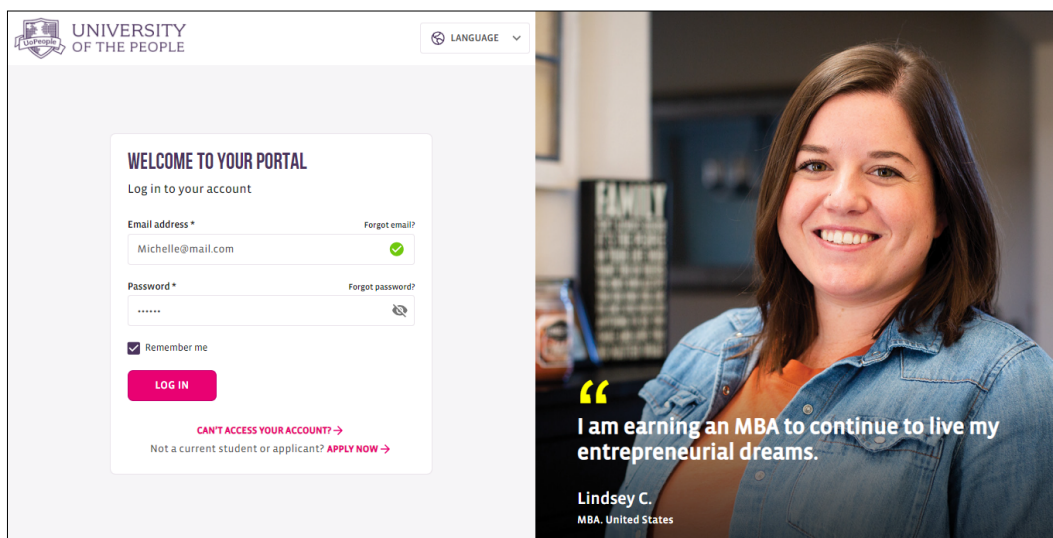**2** **HOW TO CHECK YOUR AMOUNT DUE AND MAKE A PAYMENT**

We offer both online and offline payment methods.

2.1 Online Payment Methods

### A. CREDIT/DEBIT CARD, PAYPAL, GOOGLE PAY/ APPLE PAY

Completing your payment online via the UoPeople Portal is the fastest, easiest, and most reliable way to pay.

1. Log in to the UoPeople Portal.

2. You can view your pending fees in the 'Checklist' section of the Home page. Click **Pay Now** to be transferred to the 'Upcoming Payments' page.

   You can also click on 'Payments' on the left-hand menu of the portal.
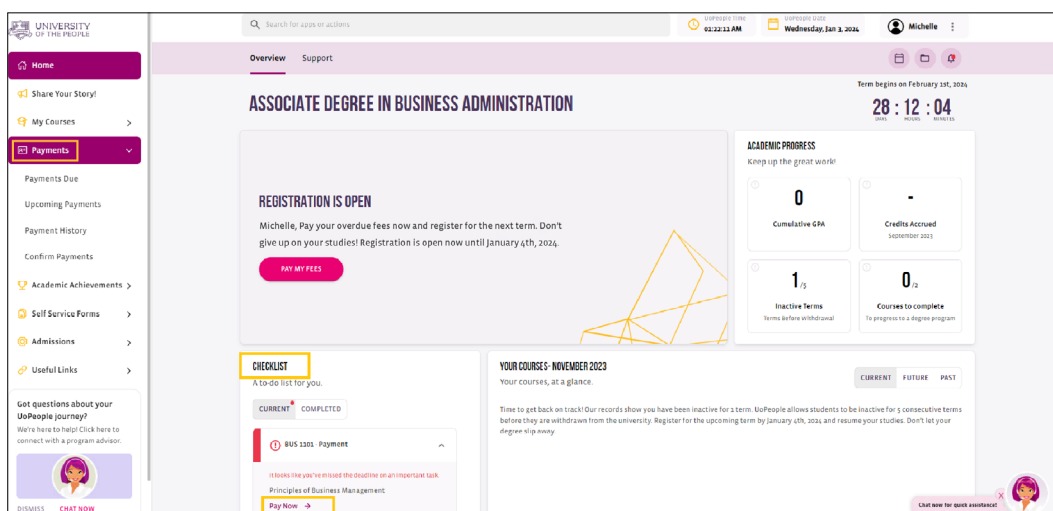
3. You'll see your pending payments in the 'Upcoming Payments' quick overview section. The 'Status' column will alert you to payments that are currently due. Click on the arrow on the right side to view more details.
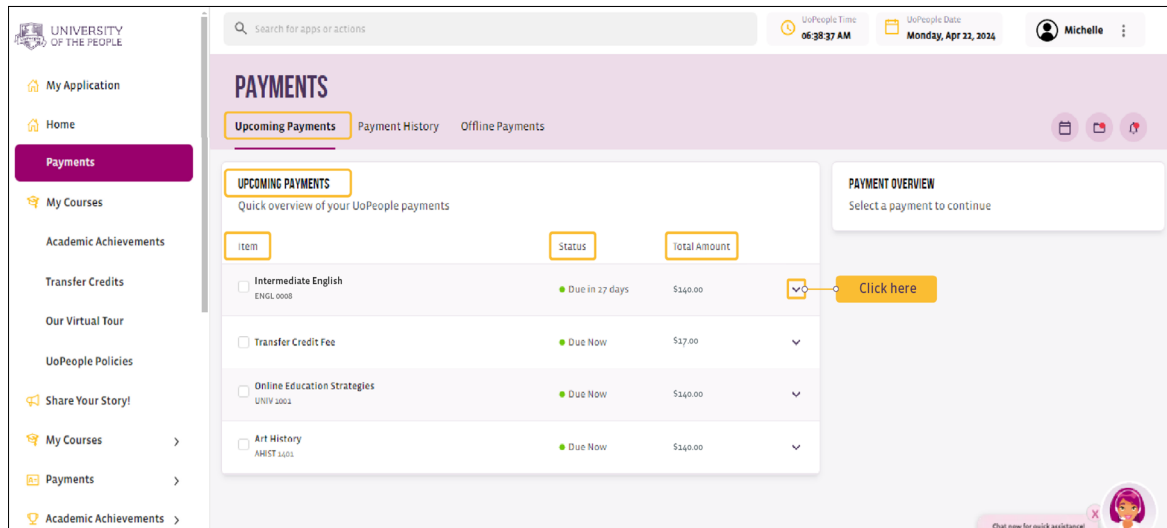
4. Select the item(s) for which you'd like to submit payment from the available options. Review the summary in the 'Payment Overview' section on the right and click **PROCEED.**
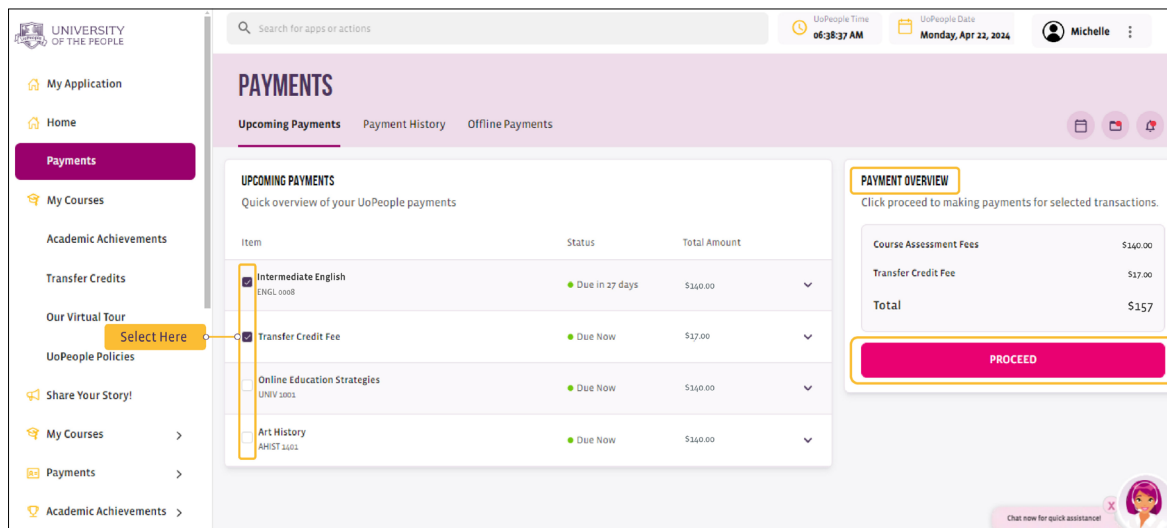
5. Select an online payment method.
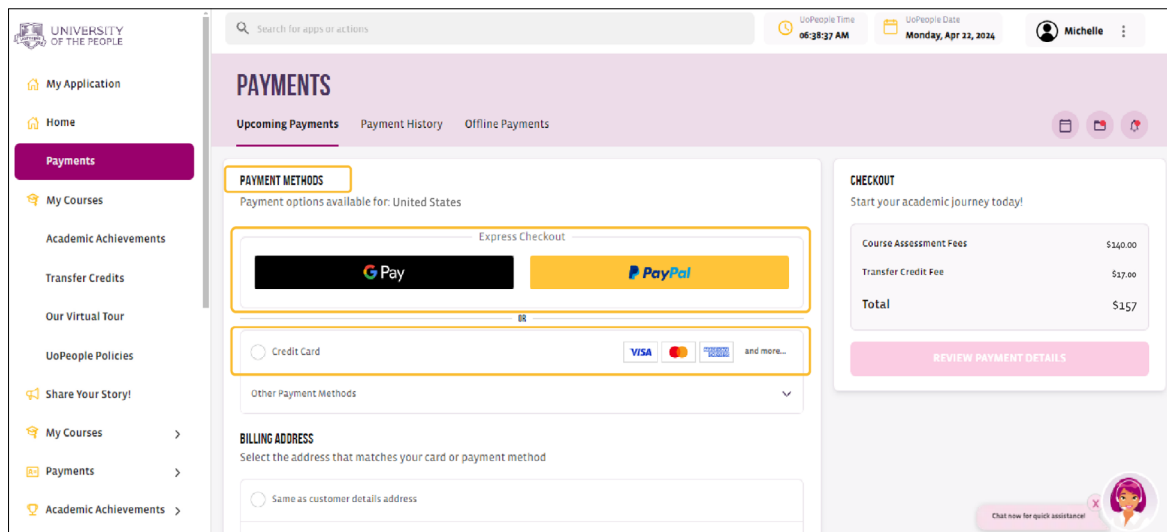
6. Follow the steps to complete the payment.

B. Cryptocurrencies

You can also pay Course Assessment Fees with either Bitcoin or Ethereum.

1 Set up your wallet using an online cryptocurrency platform such as Coinbase.

2 Cryptocurrency values can fluctuate throughout the day. Use a converter at the time of your transaction to ensure you're sending the correct amount.

3 Send your payment to UoPeople's Public Address. This will vary depending on the cryptocurrency being sent:

Bitcoin (BTC):
1GNKCUXWykY4ioNF6FicUgEekWRdPBcEUR

Ethereum (ETH):
0xe809a245ba4b0C222F044e73dC584e3Cf083194C

4 Click here to access and submit the Crypto Payment Validation form to validate your payment. To learn more about paying with cryptocurrency at UoPeople, click here.

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2.2 Offline Payment Methods

Below you'll find a list of options for offline payments. Please keep in mind that these take significantly longer to be processed. **To avoid being placed on financial hold, always send your offline payments well before the due date.**

NOTE: We cannot accept cash or personal checks.

A. Western Union (WU)

WU - Agent Location

First, find the location nearest to you: https://www.westernunion.com/us/en/home.html

Be prepared with the following information:
- The amount you owe
- Your personal information
- Your account number (this is your student ID number)
- Pay to: University of the People
- Code City: UOPEOPLECA
- State: CA
- City: Pasadena (not always required)

The agent will process your payment and give you a receipt. You may need to reference your receipt in the future so keep it somewhere safe. Please note, Western Union fees are the sole responsibility of the student.

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To make a University of the People payment From a Western Union Agent Location, please follow these instructions:

1 Visit a participating Agent location (find your closest Agent).

2 Important:
- Please note that you are sending a payment to an organization and NOT to a person, via Western Union QuickCollect (US and Canada) or QuickPay services (the rest of the world)
- Remember to take an official ID with you
- You can pay with cash only
- Write down your UoPeople applicant/student ID number and take it with you

3 Depending on where you are, you may be asked to fill in the blue form OR give the clerk the relevant information:
- Your personal information
- Account number: your Applicant/Student ID
- Pay to: University of the People
- Code City: UOPEOPLECA
- State: CA
- City: Pasadena (not always necessary)

4 Provide the agent with the amount of your bill.

5 Students submitting payment via Western Union should expect to pay any applicable Western Union fees or commissions in addition to the amount owed for the University fee.

6 Once the payment has been made at Western Union, log in to the UoPeople Portal.

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7 Head to the '<u>Offline Payments</u>' page in the '<u>Payments</u>' space and select the *Transaction* item(s) you paid for using Western Union.
Make sure to select the offline payment method as *Western Union – Local Agent*.
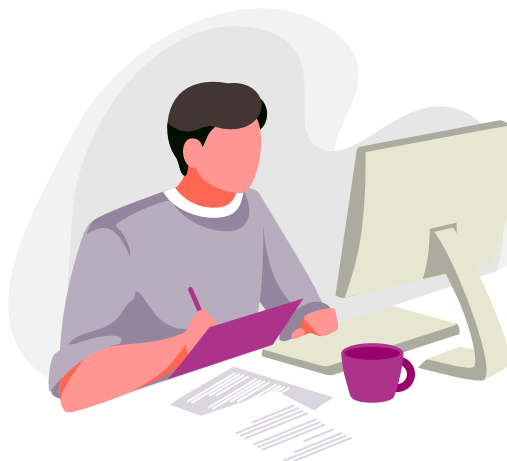Fill in the Payer Name and Reference Number from your printed Western Union receipt.

8 Click **SUBMIT.**

9 Your payment will show as 'Processing'. You will receive an email from UoPeople when your payment status changes to 'Paid', it will then appear on the '<u>Payment History</u>' page.

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B. Convera Global Pay

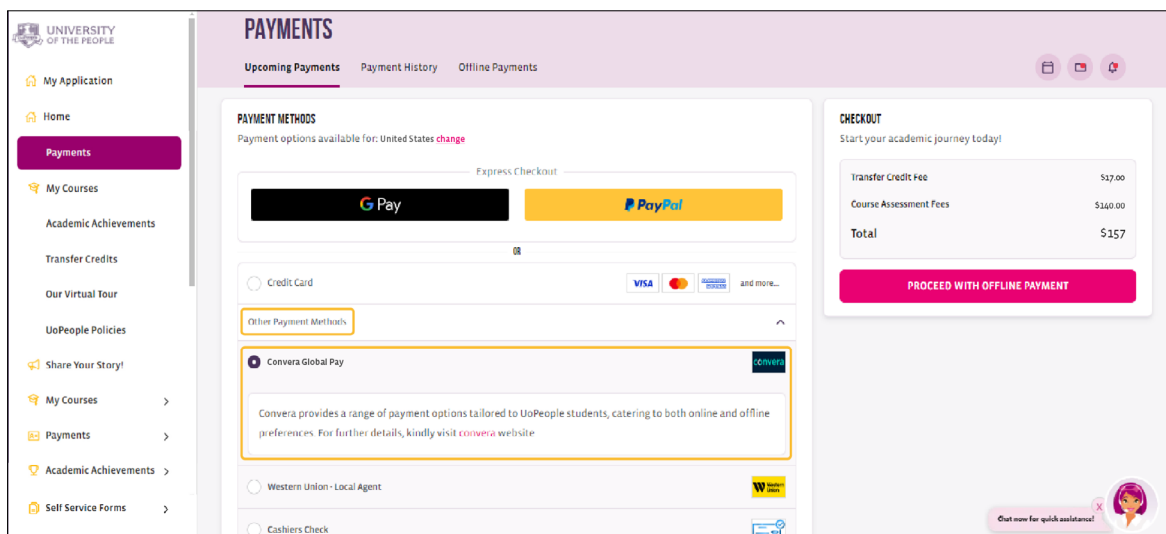Follow these instructions to make a payment with Convera Global Pay:

1 Log in to the UoPeople Portal, select the item(s) for which you'd like to submit payment.

2 Review the summary in the 'Payment Overview' section on the right and click **PROCEED**.

3 Select Convera Global Pay under 'Other Payment Method' and visit the Convera website by clicking here.

4 On the UoPeople page of Convera's website, enter the country you are paying the fees from. Select *Include* for each payment you'd like to send and click **Get a Quote**.

5 On the next page, choose a way to pay, add and verify your personal details, and enter payment details.

6 Read and accept the terms and conditions and click **Proceed to payment**.

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7
Download/print the payment instructions, including a reference number, as a PDF. You will need your reference number to complete your payment and perform step 11.

8
Transfer funds to Convera Business Solution.

9
The payment instructions will tell you how to transfer funds through your personal bank or online. Please initiate your payment as soon as possible, as the quote is held for 72 hours.

10
Convera Business Solution will transfer your payment to UoPeople. This usually takes 2 to 5 business days after your local bank initiates payment to Convera Business Solution, so please be sure to plan accordingly.

11
Return to the UoPeople Portal.

12
Head to the 'Offline Payments' page in the 'Payments' space. Select the *Transaction* item(s) you paid for using Convera.
Make sure to select the offline payment method as *Convera*.

Fill in the Payer Name and Reference Number from your printed Convera receipt and click **SUBMIT**.

13
Your payment will show as 'Processing.' You will receive an email from UoPeople when your payment status changes to 'Paid', it will then appear on the 'Payment History' page.
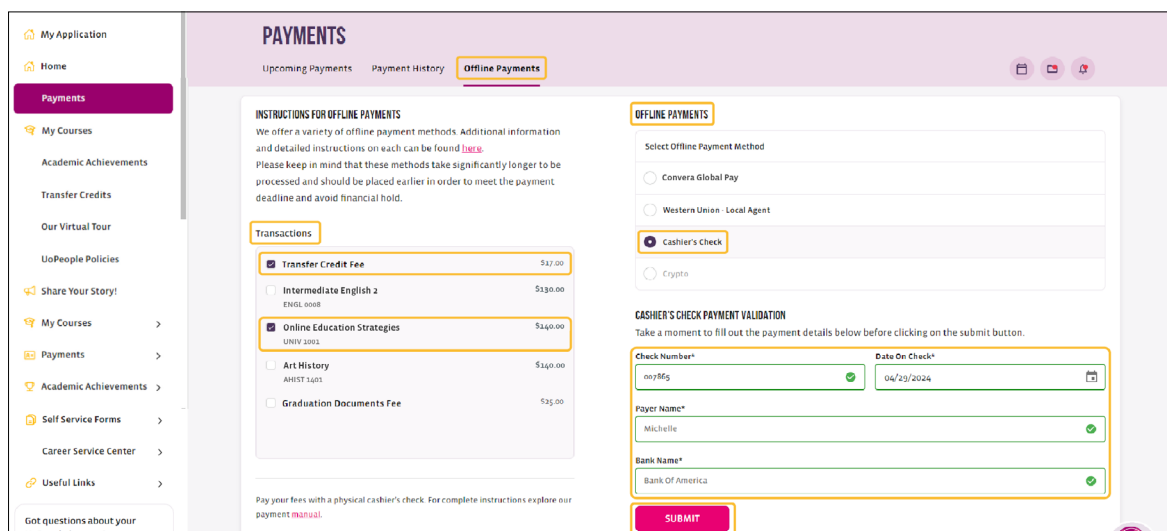
C. Cashier's Check

Cashier's checks (a check issued by a bank) should be sent to the address below:

University of the People
595E. Colorado Boulevard. Suite 623
Pasadena, CA 91101

Keep the following in mind when paying with a cashier's check:

• Cashier's checks must be issued in US dollars.
• Cashier's checks must be made payable to the University of the People.
• Your Student ID must be written on the cashier's check.
• Ensure all information on the check is correct before sending it.
• Cashier's checks with missing or inaccurate information will be shredded for security purposes and will not be deposited.
• Head to the 'Offline Payments' page in the 'Payments' space. Select the *Transaction* item(s) you paid for using a cashier's check. Make sure to select the offline payment method as cashier's check. Fill in the information requested and click **SUBMIT**.
• Your payment will show as 'Processing'. You will receive an email from UoPeople when your payment status changes to 'Paid', it will then appear on the 'Payment History' page.

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3 PAYMENT FAQS

1. I paid a fee twice, what should I do?

If you believe that you have paid a fee twice, contact your program advisor and provide the transaction ID of both payments. Your program advisor will handle the rest.

2. What happens if I am unable to pay a Course Assessment Fee by the deadline?

If the Course Assessment Fee has not been paid by the end of the terms' final exam period, a financial hold will be placed on your student record, and you will be unable to register for courses in the following term. If you have registered for courses, your registration will be canceled.

Learn more about payments and financial hold in our UoPeople Catalog for Undergraduates, or Graduates.

3. I paid my fees, but my account is still showing 'Processing.'

It can take up to 24 hours to reflect online payments on your account. After 24 hours if the status remains unchanged, message your program advisor with a screenshot of your account page and they will be able to help you.

For Western Union payments, provide your Money Transfer Control Number (MTCN) to your program advisor for faster verification.

Western Union payments can take up to 72 hours to process and cashier's checks can take up to 1 week once received by the university.

4. Can I pay my fees in installments ?

Unfortunately, we do not currently offer installment plans for university fees.

5. How do I get a refund?

Learn more about refund policy in the UoPeople Catalog.

DISCLAIMER

In the event of any conflict between the terms of this guide and the UoPeople Catalog, then the language of the UoPeople Catalog shall take precedence and be the guiding document.