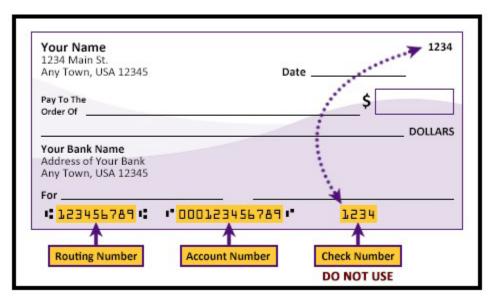# Electronic Check (ACH)
Payment Information and Tips

1. Electronic check or ACH payments are the preferred form of payment. They are simple, efficient, and they do not carry any additional fees.
2. When paying with electronic check, payments are not immediately withdrawn from your bank account. From the time the payment is submitted in TouchNet, it can take on average 3 business days for the funds to be pulled from your bank account. If a weekend or holiday falls in this time frame, it can take additional time. Please ensure the funds are available until the check is posted to your bank account.
3. You must enter your correct bank routing and account number. For reference, please see the picture below.

- **Routing number** - always comes first and is exactly 9 digits.
- **Account number** - varies in length. May appear before or after the check number. Include any leading zeros but omit spaces and non-numeric characters.
- **Check number** - is not needed. Do not include the check number.

It is important to enter your banking account information accurately, or your payment cannot be successfully completed. If you have questions, please contact your bank. Each returned payment will be charged a $30 returned payment fee that cannot be removed.

4. On the payment screen (see screenshot on next page), you must enter the name and address of the bank account holder. This can be different from the student's information if the payment is coming from someone else's account. ***Example: If the payment is being made by a parent, the billing information must be the parent's name and address.***

   Important note: **If the account holder has moved, the address must still match the address provided to the bank.**

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5. It is important that you double check the information that has been entered to make sure it is correct before it is submitted. If the information does not match exactly, the payment can be returned as unpaid.
6. To help eliminate unnecessary errors, account information can be saved for future use. Multiple payment methods can be saved. If you have multiple payment methods saved, double check which account you are using before submitting your payment.

For questions about payments or payment methods, please contact the Student Accounts Office, located in room 340 of the Clara E. Jones Administration Building.

<u>Office Hours:</u>
Fall/Spring
Monday through Friday - 8am until 5pm
Summer
Monday through Thursday - 8am until 5:30pm

Phone: 405 208-5146
Email Address: studentaccounts@okcu.edu.