

## GUIDE TO PAYMENTS BY PagoPA

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### PAYMENT OF THE UNIVERSITY FEES BY PagoPA

**University fees must be paid only with the PagoPA system that must be used for all public administration payments. PagoPA ensures the reception of electronic payments addressed to the public administration body in a safe and reliable way.**

#### 1 - Terms of payment

There are three ways to **pay using PagoPA**:

1. **Print the payment notice** and pay it to any payment service provider of the PagoPA circuit (banks, tobacconists, etc. ... Please note: it is not possible to pay at the post office);
2. **Online payment**: using the appropriate link on the personal webpage of Online Student Registry (Student Services Online) students can access the online payment function that will show all payment service providers participating in the PagoPA circuit (there are different possible methods, as debiting a current account or payment by credit card). This payment method is possible for maximum amounts of 1500,00 Euros;
3. **Personal home banking** (*recommended method*): using the PagoPA or CBILL functions. For banks using the **CBILL system**, the interbank code or **SIA code** is: **1G192**.

**Please note:** payments made using “method 3” with the University Card and exclusively via Scigno (PopSo internet banking combined with the student’s badge) will be exempt from commission and have very high maximum payment limits.

The University suggests method 3, especially if the student makes the payment by “Scigno” function combined with the University Card.

For further information about the payment methods, contact details for PagoPA assistance are available on the website <https://www.pagopa.gov.it/it/pagopa/helpdesk/>

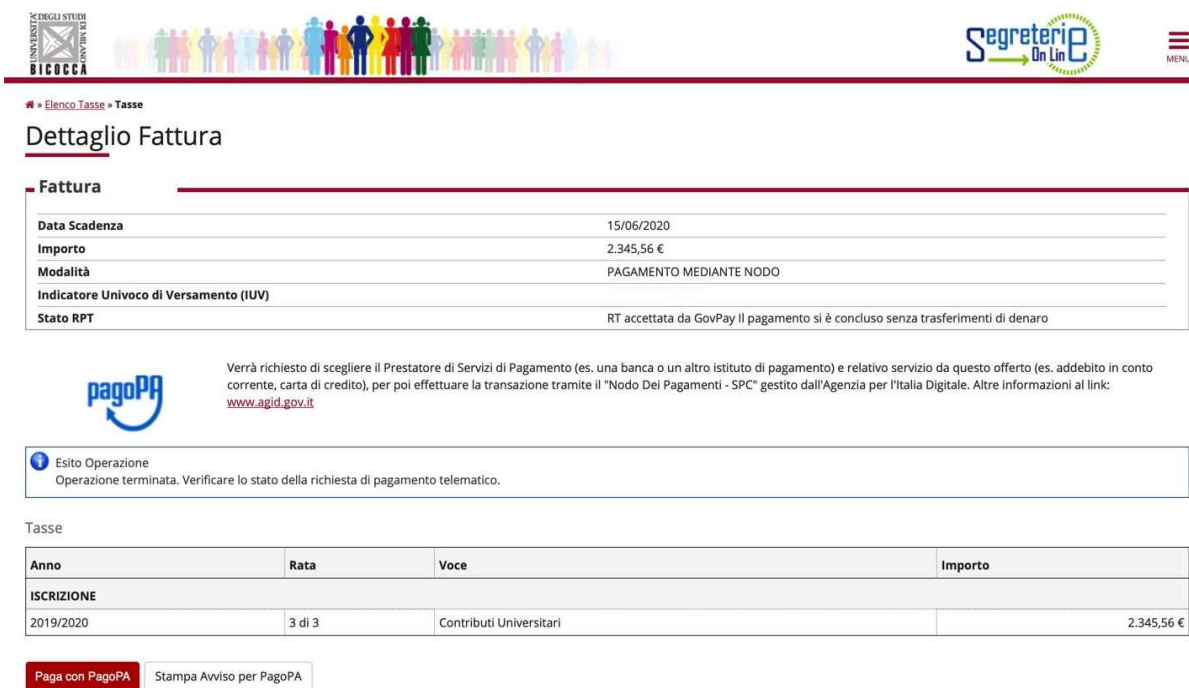
## 2 – Where to find the payment notices

The payment notices will be available on the personal webpage of the Online Student Registry (Student Services Online). The student will be able to view them by following the procedure below

1. Log in to Online Student Registry (Student Services Online)
2. open the menu using the button at the top right;
3. open the “REGISTRAR'S OFFICE” section;
4. click on “PAYMENTS”.

The payment page will show the history of all the payment notices for your academic career with an indication of those already paid and those still to be paid.

By clicking on the invoice number, you can access Invoice Detail (“Dettaglio Fattura”), from which you can print, view and pay online the payment notice.



DEGLI STUDI DI MILANO BICOCCA

Segreteria On Line

MENU

Elenco Tasse » Tasse

### Dettaglio Fattura

**Fattura**

Data Scadenza	15/06/2020
Importo	2.345,56 €
Modalità	PAGAMENTO MEDIANTE NODO
Indicatore Univoco di Versamento (IUV)	
Stato RPT	RT accettata da GovPay Il pagamento si è concluso senza trasferimenti di denaro

Verrà richiesto di scegliere il Prestatore di Servizi di Pagamento (es. una banca o un altro istituto di pagamento) e relativo servizio da questo offerto (es. addebito in conto corrente, carta di credito), per poi effettuare la transazione tramite il "Nodo Dei Pagamenti - SPC" gestito dall'Agenzia per l'Italia Digitale. Altre informazioni al link: [www.agid.gov.it](http://www.agid.gov.it)

**Esito Operazione**  
Operazione terminata. Verificare lo stato della richiesta di pagamento telematico.

Tasse

Anno	Rata	Voce	Importo
<b>ISCRIZIONE</b>			
2019/2020	3 di 3	Contributi Universitari	2.345,56 €

Paga con PagoPA    Stampa Avviso per PagoPA

## 3 - Payment service providers

The main payment service providers are:

- almost all banks;
- tobacconists and authorized Sisal points; some ATMs.

## 4 – Print the payment notice: warnings

If the student chooses to pay at banks, tobacconists and other authorized service provider, after following the instructions indicated in point 2, the student must print the payment notice using the white button “Stampa Avviso per PagoPA” and deliver it to the chosen provider.

Warnings:

- many providers have an upper limit for the payment, that must be verified with the authorized provider; SisalPay or Lottomatica points have a cash payment limit of 999,99 Euros and 1.499,99 Euros if payment is made by credit card.
- the cash payment has legal limits, that must be verified with the authorized provider.

## 5 – Online payment: warnings

By following the instructions indicated in point 2, the student can access the online payment function. This function is not managed by the University. The red button "Pay with PagoPA" ("Paga con PagoPA") will send the student back to the AgID ("Agenzia per l'Italia Digitale") website, that manages online payments for PagoPA notices.

The website will offer various payment methods by various authorized providers: debiting a current account, payment by credit card or other cards, etc.

Warnings:

- the bank where the student has an active current account or card may not be available among the banks that offer the payment service on the Agid online platform;
- in case of unsuccessful payment, the student must wait about 2 hours before trying to pay again;
- this payment method is possible for maximum amounts of 1500,00 Euros

## 6 – Personal home banking: warnings

**This is the method suggested by the University** if the student has the PagoPA and/or CBILL payment service on his home banking or wants to make the payment by the "Scigno" internet banking service combined with the University Card.

The student must follow the instructions indicated in point 2 and display on the screen the payment notice by clicking on the white button "Stampa Avviso per PagoPA", in order to copy from it the data required by the home banking procedure.

Warnings:

- For banks using the CBILL system, the interbank code or SIA code is: 1G192;
- every bank has an upper limit for payments by the PagoPA/CBILL system. If the amount to pay exceeds that limit, the student must ask the bank to raise the upper limit;
- if payment is made through the "Scigno" internet banking service combined with the University Card, the student will not have problems related to the upper limit.

## 7 - What to do after payment

After completing the payment, the student must check that the payment is registered within approximately 2 hours. If the payment is not registered, please write to [segr.studenti.tasse@unimib.it](mailto:segr.studenti.tasse@unimib.it).

Once the payment has been registered, the light will turn green and the buttons "Paga con PagoPA" and "Stampa Avviso per PagoPA" will disappear for that payment notice.

A new white button will appear for printing the payment receipt: "Stampa Quietanza di Pagamento".

**NB:** If the wording "RT accettata da GovPay. Il pagamento si è concluso senza trasferimento di denaro" appears next to "Stato RPT" on the "Invoice Detail" page of Online Student Registry (Student Services Online), that means that the payment was NOT successful and must be made again.

If, after further attempts to pay, the system reports further errors, it will be necessary to contact [segr.studenti.tasse@unimib.it](mailto:segr.studenti.tasse@unimib.it) for the generation of a new payment notice.

The image in point 2 shows an example of this situation.

## 8 – Various problems and solutions

### 8.1 - I have tried several times to make the payment but without success:

Solution: contact [segr.studenti.tasse@unimib.it](mailto:segr.studenti.tasse@unimib.it) explaining which payment method you have used and any error message displayed on the screen. After several unsuccessful attempts, a new payment notice must be generated to replace the previous one.

### 8.2 - The provider chosen for the payment has an upper limit for payments by PagoPA that is lower than the installment that I have to pay

Solutions:

1. if you have an open current account in this bank, ask the bank to raise the upper limit for payments by PagoPA;
2. if it is a different authorized provider, it is necessary to change the payment method;
3. it is possible to use the “Scigno” internet banking service combined with the University Card, without upper limits.
4. as a last solution, the student can ask [segr.studenti.tasse@unimib.it](mailto:segr.studenti.tasse@unimib.it) to split the installment into several parts, in order to have PagoPA payment notices lower than the maximum limit established by the provider. However, this method will entail more payment commissions.

### 8.3 - When I make the payment by personal home banking, the entered codes are not accepted:

Solutions:

1. check that the entered codes match with those in the payment notice;
2. check if the system requires the IUV code or “codice dell’avviso” (or the invoice code “bolletta”/”fattura”, as it is called in some cases). These two codes are different because the second begins with 001. The request for one of the two codes depends on the chosen bank, so it is recommended to try with both if one of them returns an error.
3. check that the entered SIA code is 1G192 (NB: some banks call this code “VAT number” or “identificativo ente creditore”);
4. contact [segr.studenti.tasse@unimib.it](mailto:segr.studenti.tasse@unimib.it) and attach a screenshot of the home banking webpage, with all the entered data.

### 8.4 - When I choose to pay by the online platform, I cannot find the bank where I have my current account:

Solution: you must choose one of the payment services available on the Agid online platform or you must cancel the payment procedure and use another payment method among those indicated in point 1 of this guide.