

PagoPA GUIDE

Payment of university fees is permitted exclusively through the PagoPA system, which all Italian public administrations are required to use and which ensures secure and reliable electronic payments to public authorities.

The university fees can be only paid with the PagoPA system.

You can find the payment slip on your personal page of SEGRETERIA ONLINE, in the section "SEGRETERIE - PAGAMENTI".

Payments through PagoPA can be made using one of the following methods:

1. **Print the payment notice** and pay through any payment service provider participating in the PagoPA network (e.g. banks, post offices, tabacconists offering SisalPay or Lottomatica services, and other authorised providers).
2. **Online payment:** by using the dedicated link on the personal webpage of Online Student Registry (Student Services Online), students can access the online payment function, which displays all payment service providers participating in the PagoPA network. Available payment methods include bank account debit and credit card payment.
3. **Personal home banking** (recommended method): using the PagoPA or CBILL services. For banks using the CBILL system, the interbank code (SIA code) is: 1G192

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/>

AFTER THE 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 contribuzione@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 contribuzione@unimib.it for the generation of a new payment notice.

FAQs

1. Can I pay at the Post Office?

No, but you can pay online with Postepay (Visa Electron circuit).

2. My credit card is from a bank not in the online list for PagoPA payment, can I use it for the online payment?

Yes, you can select a different PSP (Payment Service Provider) that use the same circuit of your card (Mastercard or Visa).

3. I started the payment, but I didn't finish it. Now, I can't see the buttons for the online payment or for the print of the PagoPA payment slip, how can I pay?

Please, wait around 60 minutes. Then you'll be able to try a new payment.

4. I have tried a lot of time to pay, but it has failed all times:

Please, write to contribuzione@unimib.it

Probably the PagoPA payment slip is blocked and, after your mail, we'll upload a new one.

5. Do I have to communicate the payment or send the payment receipt?

No, the payment will be recorded automatically.

6. The instalment that I have to pay is higher than the maximum amount I can pay with my card or bank account. How can I pay?

Solutions:

1. you can ask to your bank for a higher limit for PagoPA payments;
2. if the bank you chose is not the one that manage your bank account or your card, you have to choose another payment mode;
3. as last solution you can write to contribuzione@unimib.it
4. and ask to slit the payment in 2 or more parts less the maximum limit you can pay with PagoPA. Unfortunately, in this case you'll pay more commissions to the bank.

7. I tried to pay, but codes are not:

Solutions:

1. please, control that the codes you are inserted are the same you can find on the payment slip;
2. check if the system of payment requires the IUV or the "payment code". They are different, because the second one start with 001. In case of doubt, try both codes;
3. check you inserted the correct SIA code: 1G192 (NB: some banks call this code VAT number or "identificativo ente creditore");
4. write to contribuzione@unimib.it
5. Please, attach to your mail the screenshot of the page of payment with the information filled in.