



Instructions for Telephone Payments *Only*

Fall Semester 2008

To make a payment: dial 704-216-0231

Information Needed	What to type
Colleague ID #	_____
Date of Birth (Six digits)	___ / ___ / ___ (mm / dd / yy)
MasterCard / Visa Number	_____
Card Expiration Date	___ / ___ (mm / yy)

A sample of what the telephone payment system will say is included below:

1. *"Welcome to the RCCC telephone payment and registration system."*
2. *"Please enter your Colleague ID #." The system will say your Colleague ID # back to you and say "Press 1 if this is correct. Press any other key if it is not."*
3. *"Please enter your 6 digit date of birth." (mm/dd/yy)*
4. *"Your new A/R balance is:" The system will speak your balance to you.*
5. *"Press 1 to use your credit card to make your payment; press any other key to skip this option."*
6. *"We accept Master Card, Visa."*
7. *"Please enter your credit card number followed by the # key. You may press the * key to cancel the transaction."*
8. *"Please enter a four digit expiration date using 2 digits for the month followed by 2 digits for the year." The payment system speaks back to you its intent to process your credit card and asks you to confirm your decision to proceed.*
9. **If the transaction is successful you will hear, "The transaction is now complete and your account is now paid."**
10. **If the transaction is not successful, you will be given further instructions for payment.**