

FAQsPagoPA

Can I still pay by MAV?

No, payment by MAV is no longer possible.

Can I pay online as I used to do in the previous years?

Yes, it is still possible to pay online either by credit/debit card of VISA, or Mastercard circuits, or by your *home-banking* services.

Can I use the Multiservice card to pay online?

Yes, if your card has already been activated.

My bank is not included in the list of banks adhering to the PagoPA system. How can I pay?

For all payment methods, home-banking excluded, it is possible to use any of the banks adhering to the PagoPa system and included in the list.

I have received the following email: “La transazione si è conclusa nel seguente stato: RPT accettata dal Nodo dei Pagamenti” (transaction concluded with the following condition: RPT accepted by Nodo dei Pagamenti). Does it mean that the charge has been already done?

No, the notice you received is automatically sent once the payment request has been accepted by the *nododeipagamenti*. It is free of charge. Later, if you complete the procedure, you will receive another email confirming the payment has been successfully made.

The payment is not successfully concluded or the following message is displayed: “ricevuto FAULT dal NododeiPagamenti” (FAULT received by the Nododeipagamenti). Why is this happening?

Please, verify carefully the provisions applied by the PSP (Prestatore Servizi di Pagamento -Payment Service Provider) you have chosen to make the payment. It is highly probable that the amount due exceeds the limit permitted by the payment method chosen.

I tried to access the system in order to understand how it works, but now I cannot visualize the payment buttons anymore. What should I do?

Once accessed, the system does not allow any new access attempts in the following 30 minutes. After this time span, all buttons will be active again.

I have printed out the payment notice. What should I do now?

You should either go to the bank desk you have chosen from the list to make the payment, or to a tobacco shop equipped with a working Sisal Pay or Lottomatica service system, remember to specify that you want to pay by PagoPa.

Should I send the payment receipt to the students' office (*segreteria*) as proof of payment?

No, through the PagoPa system any payment is automatically recorded by our IT system by 11.59pm on the same day when the payment is made.

Is it possible to pay at the post office?

It is not possible to pay at the post office desk using the payment notice, but it is possible to pay online following these indications: *paga on line > bonifico bancario > Intesa Sanpaolo > procedi con il pagamento*

When you get to this point, you can choose among 4 options:

- paying by credit card
- paying by MasterPass (selecting Bancoposta, I am paying by postepay)
- charge on a bank account (only for Intesa SanpaoloGroup account holders)
- payment by MyBank.