

ACH AutoPay Enrollment FAQs –

1. What is an ACH?
ANSWER: An ACH payment is sent via the ACH (Automated Clearing House) network, an electronic network used to send paperless payments between bank accounts in the United States.
2. When will my automatic payment come out of my bank account?
ANSWER: On or around the 20th of each month (depending if the 20th falls on a weekend or holiday).
3. What automatic payment options does SIUC offer?
 - a. ACH automatic payment where you enroll through SIUC customer support (signed form and voided check is required). Form can be found on our website (siuc.org>Forms & Reports>All Forms & Reports)
 - b. ACH AutoPay through siuc.org online account access (NEW)
4. I just received an email stating my automatic payment will be made on XX/XX/XX, how do I cancel this payment?
ANSWER: To cancel AutoPay entirely, you must un-enroll on our website. To cancel a singular payment, please contact us (you will need the specific Reference # listed in the email you received).
5. Can I use my credit card for AutoPay?
ANSWER: No, currently ACH is the only option for automatic payments.
6. Is AutoPay Free?
ANSWER: Enrolling by completing the appropriate form and providing the voided check is completely free. Enrolling via siuc.org, standard fees apply. +
7. My payment is due tomorrow. If I enroll in AutoPay, will it take effect for tomorrow's payment?
ANSWER: Based on timing, if you sign up after the payment file has been submitted, it may not be included in this month's AutoPay batch.

For questions pertaining to AutoPay, please email us at OFFICE@SIUC.ORG or call us at 843-768-0102 Ext. 2 for Billing.