

In order to receive payment, you will need to create an account with RefPay. To create your account, and for more information about how RefPay works, please go to <https://www.refpay.com>.

I have put together a few answers to some common questions that I have been receiving about RefPay. As with any new system there is bound to be some apprehension and questions. Ellington High School spent 18 months looking into RefPay before we decided it was our new system of payment. There are some huge advantages to this system and I am 100% confident you will find yourself wishing other schools follow our lead. I have talked with officials that are using RefPay with youth groups and colleges, they are pleased with the service. I am by no means an expert but my research has given me the opportunity to get answers to many of the questions you may have. I have pulled some information from the site and have highlighted important points in yellow and my comments in green.

Thank you for your time and understanding,

HOW AM I PROTECTED?

RefPay is designed to protect all parties. The website is TrustE certified and secured by McAfee, both industry leaders. All RefPay funds are managed by a trust bank and are never in the possession of RefPay management or employees. Best of all, RefPay is majority-owned by the NCAA, a company you can rely on.

RefPay is FREE for Sports Officials. There are no monthly account fees, setup fees or hidden charges. Officials can select optional upgrades that have minimal costs but no upgrades are required to receive payments through RefPay.

Effective Apr 1, 2010 Officials no longer have any restrictions on the number of transfers they can make to their Bank Account or RefPay Debit Card. Officials who desire to receive payment by check will continue to be assessed a reasonable transaction charge. Many of us receive our paychecks as a direct deposit or pay bill electronically, this is no different. Within 24 hours of you completing a game at EHS payment will be processed and you should see that money in your RefPay account within 2 business days. The free option to be paid works like this: We deposit your payment and you can receive an email alerting you to the transaction. You can then go into your RefPay account and manually (click a button) transfer the money into your bank account (which you provide at registration time). You can transfer \$5 at a time if you want, there is no fee. If you want it set up an automatic transfer so that RefPay does the transfer say on the 15th of each month then there will be a \$1.50 charge. AGAIN YOU CAN DO IT FOR FREE.

- RefPay Game Fee Deposit FREE (it cost you \$0 for us to pay you)
- Monthly Account Fee FREE
- RefPay Account to Bank Account (*Unlimited*) FREE (this is you doing it manually, and the option I would choose)
- RefPay Account to RefPay Debit Card FREE (card is free but there are some fees attached, read the FAQ page)
- E-mail Customer Support FREE
- E-mail Payment Notification FREE (you will be alerted when you are paid)
- Real Time Account Statements FREE (RefPay will give you a summary of who has paid you and the amount)
- Live Support Call (*Per Minute*)\$1.00 (nobody wants to talk for free anymore)