

# Faster, Secure & Easier way to Pay Your Fees!

## Online Payment

### *Frequently Asked Questions*

**1. How long will the money take to reflect on my student statement and portal?**

Your money should reflect within 20 minutes from the time of payment.

**2. Will I be charged commission fees per transaction?**

No. UNAM will cover the commission fees. What you pay is what gets allocated to your student account.

**3. What is the minimum amount I can pay per transaction?**

A minimum amount of 20 NAD.

**4. What is the maximum amount I can pay per transaction?**

The maximum depends on your bank card. Some banks allow you to control limits on their official Bank App or on their online banking platforms.

**5. I have paid, but the money does not yet reflect on my account?**

After paying and the money does not show, there could be a delay in processing the transaction on your account.

After waiting for over 30 minutes and the payment is still not showing, please send us an email at [online-payments@unam.na](mailto:online-payments@unam.na). (Clearly indicate your student number, transaction date, transaction description and transaction amount).

**6. I got an error while trying to pay online?**

Please send us an email to [online-payments@unam.na](mailto:online-payments@unam.na) with the error message.

DO NOT attempt to make payment again until you hear from us.

Thank you.

Office of the Bursar  
University of Namibia