

## FAQ – University of Ghana School of Law Online payment system for summer training

- Updated on 25<sup>th</sup> February, 2022

| #   | Question  | Answer  |
|-----|---|---|
| 1.  | My payment failed, but the money has been deducted from my wallet.  | Please do not attempt payment again; just wait for the payment to get completed.  |
| 2.  | My payment failed, but the money has not been deducted from my wallet.  | <ul style="list-style-type: none"> <li>i. Please check and be sure that you have selected the mobile money payment provider that corresponds with your phone number before you click Pay. e.g. if your number is 026XXXXXX ensure to select AirtelTigo Cash as your mobile money platform.</li> <li>ii. Persistent failure is possibly due to network congestion also, please wait a little while and try again.</li> </ul> |
| 3.  | How do I show proof that I made payment.  | You may print the receipt you receive after payment. If you have already paid without printing your receipt, you may go back to the site and request for a receipt.   |
| 4.  | I wish to make payment to the School of Law but the site I was directed to is asking me to make payment to Prudential Bank. | Yes, it is correct. Make payment at the site you have been directed to. Prudential Bank is the collection bank for this purpose.  |
| 5.  | My attempts at payment using Visa and Mastercard keeps failing.   | This may be due to security restrictions from your Bank. Please contact your Bank.  |
| 6.  | The payment site is asking for an extra payment above my selected courses.  | Yes, that is correct. A payment processing charge of 2% applies to all online payments.   |
| 7.  | Can I use a phone number different from my regular number to make the online payment.                                       | <p>Yes, you may use any number to make the payment. Put in the number, following the format +233XXXXXXXX, in the space provided for phone number.</p> <p>Please ensure you have sufficient funds, including the charge of 2%, on the phone wallet to ensure the payment goes through.</p>   |
| 8.  | How much am I to pay for each course?   | Please go to the “Select Training Modules” item on the site. It contains the charge for each course module.   |
| 9.  | When may I attend the training?   | Please go to the “Select Training Modules” item on the site. It contains the dates for each course module.  |
| 10. | What are the contact numbers of the UG School of Law?   | <p>If you have any questions about your application, please contact us at <a href="mailto:trainingugsol@ug.edu.gh">trainingugsol@ug.edu.gh</a> or call +233 (030) 396 3750.</p> <p>Having issues making payment? Please read the FAQs here and if anything is unclear, call 050 813 8662 to be attended to.</p>   |