FAQ’S

1. What does the Receipts Office do?

   All amounts paid to the University come through the Receipts Office. We record all payments that students make for their fees. We also take payments in person, in Whiteknights House, and over the phone.

2. To whom should cheques be made payable?

   Cheques should be made payable to ‘The University of Reading’. Please write your student number on the back, if applicable.

3. What are the University’s bank details?

   If you want to send us a payment from the United Kingdom, our details are: Barclays Bank, 90-93 Broad St, Reading, RG1 2AP. The sort code is 20-71-03, the account code is 10468509. If you want to pay from outside the United Kingdom, our BIC code is BARCGB22, our IBAN (international bank account number) is GB68 BARC 2071 0310 4685 09. If you are paying directly to our bank account, please included your student number or

4. I want to pay by credit/debit card, how do I do that?

   Most students can pay online at https://www.webpay.reading.ac.uk/studentpayments/. If you are Greenlands-based, you may need to call +44 (0) 118 378 6130, and we can often take payment over the telephone.

5. When are you open?

   We are open from 9am to 4.30pm Monday – Thursday, and 9am to 4pm on Friday. We sometimes close for an hour for staff training.

6. Where are you?

   We are on the ground floor of Whiteknights House.

7. Do you accept cash?

   We do accept cash but do not encourage it. We only take GBP.

8. Where do I find out how much I owe?

   If you’re student, you can find out how much you owe normally by logging into the https://www.risisweb.reading.ac.uk/si/sits.urd/run/siw_lgn. Otherwise, please call us on +44(0) 118 378 6130 and we will see if we can help.
9. What’s your postal address?

The Receipts Office, Finance, The University of Reading, PO Box 217, Whiteknights, Reading, RG6 6AH, United Kingdom

10. Do you have an email address?

You can send any queries to receipts@reading.ac.uk