

Amherst College x Finexio

Student Payment FAQs



How will I receive my payments from Amherst?

We have partnered with Finexio/Checkbook.io to execute student payments. Payments will be received via email- you will receive an email to your assigned Amherst email address from support@checkbook.io with options & instructions for depositing your payment.

Do I need to register for payments with Finexio?

No, you are pre-registered with your Amherst email address.

How do payments from Finexio work?

Once you receive your payment email from Finexio/Checkbook.io (support@checkbook.io), you will be given the option to enter your banking information for an ACH direct deposit OR proceed with a check for mobile or in-person deposit.

ACH option: You will need to enter your banking information and authorize Checkbook.io to deposit to your account.

Check option: You can either print the check at home and deposit it via your bank's mobile check deposit, or have a check mailed to your address and bring it to your local bank or check cashing facility.



How long will it take for me to receive my payment?

ACH option:

Once you enter your banking information on Checkbook.io, the timeline for a standard ACH deposit to settle in your account is 3–5 business days, depending on your bank's procedures. When you choose this option, your confirmation will include an expected received date.

Check option:

1. Mobile Deposit: You are able to print & scan your check for mobile deposit same-day. Please contact your bank for processing times and hold policies.
2. In Person Deposit: To bring your check into your bank or check cashing facility physically, please request a check via mail. Physical checks will be sent via USPS First Class mail.

Will my banking information be saved for future payments?

Yes, for ACH payments once your first transaction is complete, Finexio/Checkbook.io will save your banking information for future payments. Should you need to modify your banking information, contact a Checkbook.io support agent online or email support@checkbook.io

What if I miss the email? Can it be reissued?

Yes, please contact support@finexio.com to have your check reissued.

How do I check on the status of my payment?

Payment status page can be found at www.finexio.com/status/students-amherst
Simply input your Amherst email and a verification code will be sent to securely view all available payment statuses.

What if the payment amount does not match what I expected?

Please contact the Amherst Accounts Payable department for any questions about payment reasoning or details: accountspayable@amherst.edu

Don't see your question?

For any additional questions or support, please contact support@finexio.com