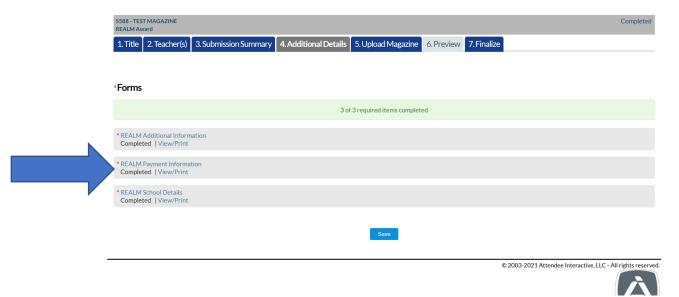
## **REALM Payment FAQ**

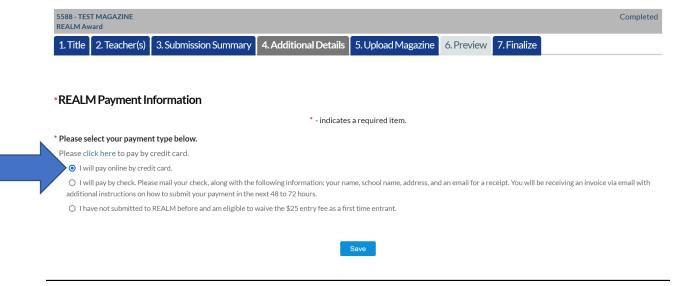
This document will answer some common questions/issues people have when making REALM payments. It should be used as a reference when you get to the payment portion of the application, or if you did not see the payment details within the application. (Our application support/FAQ is in a separate document also linked on the webpage.)

## Payment Information:

In the "Additional Details" section there are three separate sections to choose from. "REALM Payment Information" will include the two payment options and the option to waive of the \$25 fee for first time applicants.



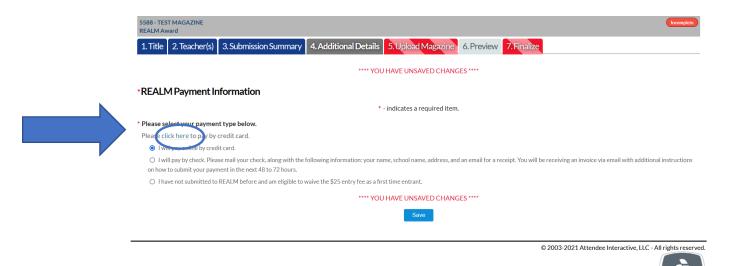
To pay by credit card, choose that option on the page and click the blue "Save" button at the bottom.



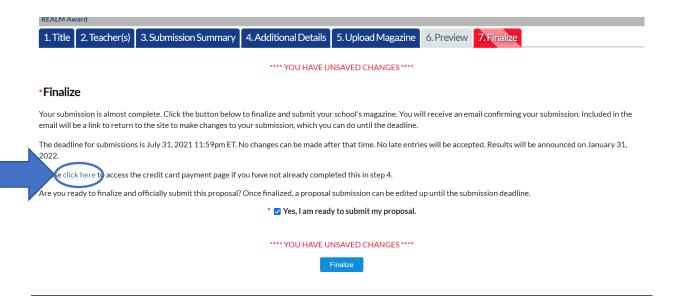
Credit card payments are made on the NCTE shop webpage, not in AI, so you will need to follow the link to that page.

There are two places you can find the link to the payment page.

1. Follow the link provided in the payment section of the "Additional Details" section...

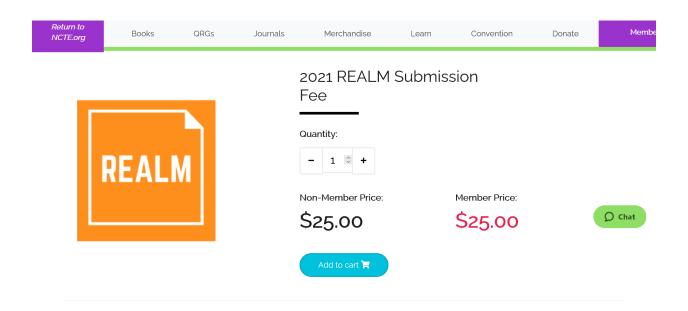


2. In the "Finalize" section at the end of the application.



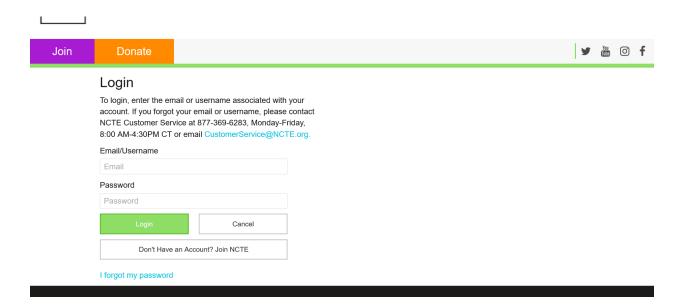
(We provide the link twice so you can pay right after choosing your payment option and then return to the application later to finalize it, or you can pay after the application is complete.)

Either link will take you to NCTE's payment page. Once you are on this page and see the "2021 REALM Submission Fee" option, choose "Add to Cart".



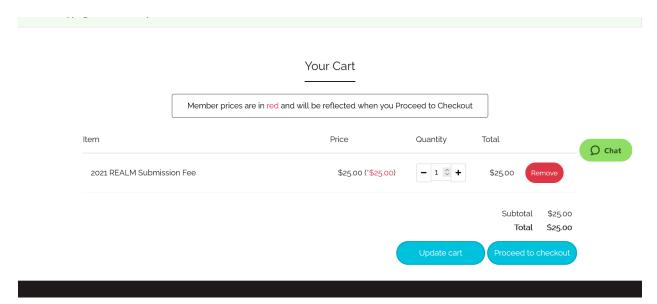
Note: You will need to be logged in to your NCTE account to make a credit card payment. You can log in to an existing account or create a new one.

Once you get to the cart and go to check out, you will be prompted to login.



(If you have any trouble with an existing account and need your username or other information, email <a href="mailto:realm@ncte.org">realm@ncte.org</a>. Customer Service can help also but the realm email is more comprehensive.)

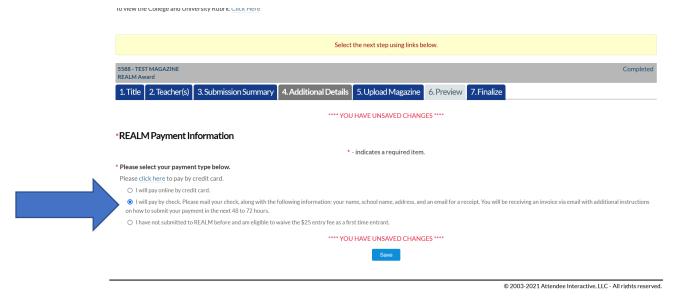
After you are logged in, go to your cart and then "Proceed to checkout" to make your payment.



Once you complete your purchase, you will receive a receipt via email. NCTE staff will reconcile payments to applications and reach out via email if we have any questions. Please keep your receipt for your records.

## Payment by check or Purchase Order:

Please choose the second, pay by check option in the "REALM Payment Information" field and click the blue "Save" button.



If you choose this payment option, once your application is finalized, you will soon receive an email from NCTE staff with more payment details and an invoice.

This process is manual, so you will not receive a check/PO invoice or receipt immediately upon completing your application. If you do not get an email within **one week**, please email <a href="mailto:realm@ncte.org">realm@ncte.org</a> and we will be sure to get you the information.

If you have any other questions or issues with making payments, please email realm@ncte.org. Thank you!