

7. Finance Related Queries

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7.1. I have been receiving messages to pay but I have made payment. Please assist?

It could be that you have not paid the full CAO administration fee and therefore you will constantly receive payment reminder messages until the outstanding balance has been paid. You must pay the outstanding balance for your application to be available to institutions for selection decisions.

7.2. I have paid my administration fee today, what happens next?

Your payment will only reflect on our system on the next business day. Once received, your application will be made available to the institutions to which you have applied.

7.3. I have paid the full administration fee, but received another message to pay?

Please forward your proof of payment to paymentscao@cao.ac.za in order for us to assist you.

7.4. I overpaid in error; I would like to request for a refund.

You may email your request and banking details to paymentscao@cao.ac.za in order for CAO to process your request. Please be advised that a 10% handling fee will be deducted from your payment for administration and bank charges.

7.5. I paid to the university in error; can I use this payment for my CAO application?

Please forward your proof of payment to paymentscao@cao.ac.za to verify and assign to your application. Kindly quote your CAO reference number and check that the payment made to the member university is sufficient to cover the CAO administration fee. If the administration fee is not sufficient, please pay the remainder of fee to CAO.

7.6. I have been having trouble paying by credit / debit card online. Please assist.

We apologise for the inconvenience.

To assist you identify why this error is occurring please check the following:

- (a) Are you entering the correct credit/debit card number and expiry date?
- (b) Did you enter the correct OTP number that was sent to you either by SMS or email to authenticate your transaction?
- (c) Did you refresh the web page whilst the transaction was being processed?

We hope that some of the above reasons provided will assist you with a successful transaction.

Alternatively, you can pay at any EasyPay outlet, e.g., Shoprite, Checkers, Pick n Pay, Boxer, Woolworths, etc.
(Please use your unique EasyPay Number as the reference when making payment)

7.7. Where can I get my EasyPay number from as I need to make a payment?

Your EasyPay number was sent to you via email when you applied, with your CAO Number and password.

You may also locate the EasyPay number on some of the letter communication sent to you from CAO e.g. Payment Outstanding, Acknowledgement or Summary letter.

Alternatively, you can click on 'Check My Application' icon on the homepage, enter your CAO Number/ID Number /Passport number, click on 'Submit' and your EasyPay number will be presented onscreen

OR

you can contact our Call Centre on 031-268 4444 during office hours from 08h00-16h30 (Monday to Friday) for assistance with your EasyPay number