This guide has been prepared to assist in the submission of online payments for the Victorian Government School's Study Abroad, and Primary and Secondary School Programs. The online system has been introduced to improve accessibility and ensure payments can be made easily. This guide provides step-by-step instructions to make an online payment, and addresses any issues that may arise. Prior to processing a payment, ensure that you have the following available:

(i)   Your invoice, which includes the student's unique Customer Reference Number (Ref on the invoice) and payment amount ($AUD)

(ii)   A currently credit card (Visa or MasterCard accepted). Please ensure that the credit card has not expired and that the payment does not exceed your daily limit.

STEP 1- ENTER PAYMENT DETAILS

Payment Details

Fields marked with an asterisk (*) are mandatory. Click **Next** to proceed to the confirmation page where you can review your payment details.

* Reference

Reference (Ref)- enter the 16-digit number located at the bottom of your invoice.

* Payment amount $

Payment amount- enter the amount owing as stated on the invoice.

* Card holder name
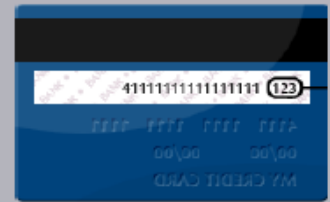
Card holder name- enter the credit card holder's name as it appears on the card

* Credit card number

Credit Card number- enter the credit card number, as it appears on the card.

* Expiry date (mm/yy)   01 ▼ / 22 ▼

Expiry Date- enter the Expiry Date as shown on the Credit Card (mm/yyyy).

* Card verification number (CVN)

* Receipt email address

Mobile number

Please note: Only Australian mobile phone numbers can be sent an sms.

Card Verification Number

The 3-digit Card Verification Number is printed on the signature panel, on the back of the card, immediately after the card's account number.

4111111111111111 (123)

MY CREDIT CARD

Cancel   **Next**

Cancel- Select to **Cancel** the payment process and return to the webpage.

Next- Once the above information has been entered select **Next** to continue payment process.

Issues regarding Step 1 are explained below at the top of the next page.

If Step 1 is successful you will be directed to Step 2 - *Confirmation* - instructions at the bottom of the next page.

STEP 1- POTENTIAL ISSUES

Payment Details

Fields marked with an asterisk (★) are mandatory.

Click **Next** to proceed to the confirmation page where you can review your payment details.

★ Reference _____ What's this?
The value you have entered is too short. Please enter at least 16 characters.

★ Payment amount $ 0.00
Zero is not allowed.

★ Card holder name _____
The value you have entered is too short. Please enter at least 3 characters.

★ Credit card number _____ [VISA] [MasterCard]
The value you have entered is too short. Please enter at least 13 characters.

★ Expiry date (mm/yyyy) 01 / 2013
Expiry date must be in the future

★ Card verification number (CVN) _____ What's this?
A value is required for this field.

To ensure you do not lose any data, use **Next** to continue.

[Cancel] [Next >>]

It is important that your information is both correct, and accurately entered. If there is an issue, the system will notify you (in **red text**). The following explains the various issues that may arise.

Reference- Ensure that you enter the 16-digit reference number on your invoice. It is the unique number allocated to the respective student.

Payment amount- Ensure that you enter the amount (in Australian dollars) stated at the bottom of your invoice. Zero is not allowed.

Card holder name- Ensure that you enter credit card holder's name, exactly as it appears on the card. You are required to enter at least 3 characters.

Credit card number- Ensure that you enter the credit card number located on the front of your card. You are required to enter at least 13 characters. Visa and MasterCard are the only cards accepted.

Expiry Date- Ensure that you enter the Expiry Date as shown on the Credit Card. Enter the month into the left box (for example August is 08). Enter the year into the right box (for example 2013). The date must be in the future.

Card Verification Number- Ensure that you enter the last three digits on the signature panel on the back of your credit card. See the image above.

Cancel- Select to cancel the payment process and return to the webpage.

Next- Once you have corrected the above information, select **Next** to continue payment process.

STEP 2- CONFIRM DETAILS

Confirmation

Please confirm your payment details.

Reference	1234567891234567
Payment amount	$1234.00 AUD
Card holder name	Mr John Smith
Credit card number	4444********1111
Expiry date (mm/yyyy)	01/14
Captcha verification code	g57yd

Unclear? Generate a new Captcha verification code

Enter Captcha verification code here _____

To ensure you do not lose any data, use **Back** to move to the previous screen. When you are ready to make your payment, click **Make Payment** below.

[<< Back] [Cancel] [Make Payment >>]

Confirmation
Step 2 is to confirm your payment details.

Check your details
The unique reference number, and your credit card details will appear on this page. Carefully check to ensure that the information provided is correct.

Verification code
This verification code is produced to ensure that your details are protected. Enter the letters and numbers (in order) that appear in the image. If it is unclear, click the underlined text to generate a new verification code.

Make Payment- After you have checked the information above, and you are ready to make your payment, click **Make Payment**.

Cancel- Select to **Cancel** the payment process and return to the webpage.

Back– Select to return to Step 1 and make changes. This ensures you do not lose any data, use **Back** to move to the previous screen.

Issues regarding Step 2 are explained below at the top of the next page.

If Step 2 is successful you will be directed to Step 3 - *Payment receipt* - instructions at the bottom of the next page.

STEP 2- POTENTIAL ISSUES

Online Payment Declined

Your credit card payment was **declined**.

Reason declined	Refer to card issuer (01)

Reference	1234567891234567
Payment amount	$1234.00 AUD
Card holder name	Mr John Smith
Credit card number	4444********1111
Expiry date (mm/yy)	01 / 14

[<< Try Again] [Finish]

Online Payment Declined
This page will be generated if your credit card is declined. The reason will be provided. If this issue does occur we again suggest that you review your reference and credit card details.

Reason declined
The reason for the card being declined will be stated here. One of the following reasons will be stated:
Refer to card issuer (01)
Pick up card (04)
Do not honour (05)
No universal account (42)
Stolen card, pick up (43)
Not sufficient funds (51)
Expired Card (54)
Restricted Card (62)
Issuer or switch is inoperative (91)

You may have entered your credit card details incorrectly, review again.

Finish- Select **Finish** to cancel the payment process and return to the webpage.

Try Again- Select to return to Step 1 and make changes.

STEP 3- PAYMENT RECEIPT

Online Payment Receipt

Your payment was **successful**. Please retain the receipt number for your records.

Receipt number	**1006045537**
Date	20 Jun 2013 09:46

Reference	1234567891234563
Payment amount	$1.00 AUD
Card holder name	DEECD
Credit card number	444433...111
Expiry date (mm/yy)	01 / 14

Send receipt email to		[Send]

[Print] [Finish]

Online Payment Receipt
Your payment was successful.

Receipt number- please retain the receipt number for your records.

Date- the date and time that the payment was made.

Your reference number and credit card details will appear here.

Add your email address to be sent an electronic receipt. The red button will **Send** the receipt to the email address entered.

Finish- Select **Finish** to return to the webpage.

Print- Select to **Print** your Online Payment receipt.

You have completed the Online Payment process.

If there are any issues regarding your credit card, please contact your bank.

If you have any questions about this payment process please contact the Department of Education at isfinance@education.vic.gov.au or call us on +61 3 7022 1000.

CRICOS Provider Name and Code: Department and Education, 00861K

Confirmation

Please confirm your payment details.

Reference	1234567891234567	
Payment amount	$1234.00 AUD	
Card holder name	Mr John Smith	
Credit card number	4444********1111	
Expiry date (mm/yyyy)	01/14	

Captcha verification code

g57yd

Unclear? Generate a new Captcha verification code

Enter Captcha verification code here [   ]

To ensure you do not lose any data, use **Back** to move to the previous screen. When you are ready to make your payment, click **Make Payment** below.

[<< Back] [Cancel] [Make Payment >>]

Online Payment Declined

Your credit card payment was **declined**.

Reason declined	Refer to card issuer (01)
Reference	1234567891234567
Payment amount	$1234.00 AUD
Card holder name	Mr John Smith
Credit card number	4444********1111
Expiry date (mm/yy)	01 / 14

[<< Try Again] [Finish]

Online Payment Receipt

Your payment was **successful**. Please retain the receipt number for your records.

Receipt number	**1006045537**
Date	20 Jun 2013 09:46
Reference	1234567891234567
Payment amount	$1234.00 AUD
Card holder name	Mr John Smith
Credit card number	4444********1111
Expiry date (mm/yy)	01/14

Send receipt email to [   ] [Send]

[Print] [Finish]