

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 Reference Number 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	<input type="text"/>	What's this?
* Payment amount	\$ <input type="text"/>	
* Card holder name	<input type="text"/>	
* Credit card number	<input type="text"/>	
* Expiry date (mm/yyyy)	01 / 2013	
* Card verification number (CVN)	<input type="text"/>	What's this?

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

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.

Payment Details

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

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

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

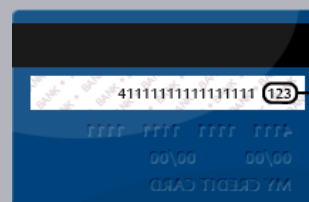
Card holder name- enter the credit card holder's name as it appears on the card.

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

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

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.



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	<input type="text" value=""/>	What's this?
	* The value you have entered is too short. Please enter at least 16 characters.	
★ Payment amount	\$ <input type="text" value="0.00"/>	
	* Zero is not allowed.	
★ Card holder name	<input type="text" value=""/>	
	* The value you have entered is too short. Please enter at least 3 characters.	
★ Credit card number	<input type="text" value=""/>	
	* The value you have entered is too short. Please enter at least 13 characters.	
★ Expiry date (mm/yyyy)	<input type="text" value="01"/> / <input type="text" value="2013"/>	
	* Expiry date must be in the future	
★ Card verification number (CVN)	<input type="text" value=""/>	What's this?
	* A value is required for this field.	

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

Cancel **Next >>**

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.

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 2015). 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.

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



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, with the corresponding translation on the right:

Refer to card issuer (01)-	<i>Refer to card issuer (01)</i>
Pick up card (04)-	<i>Pick up card (04)</i>
Do not honour (05)-	<i>Do not honour (05)</i>
No universal account (42)-	<i>No universal account (42)</i>
Stolen card, pick up (43)-	<i>Stolen card, pick up (43)</i>
Not sufficient funds (51)-	<i>Not sufficient funds (51)</i>
Expired Card (54)-	<i>Expired Card (54)</i>
Restricted Card (62)-	<i>Restricted Card (62)</i>
Issuer or switch is inoperative (91)-	<i>Issuer or switch is inoperative (91)</i>

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 and Training at isfinance@edumail.vic.gov.au or call us on +61 3 9637 2990.

CRICOS Provider Name and Code: Department and Education and Training, 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

Select your language below for help

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Captcha verification code



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