

## INFORMATION AND FREQUENTLY ASKED QUESTIONS (FAQ) RE PAYMENT OF THE STUDY APPLICATION FEE

An application fee is payable BEFORE you can submit your online application.

- Your one option is to pay this fee using a credit card. If you select this option you will be taken to a trusted payment gateway (SETCOM).
- Alternatively, you need to:
  - separately arrange to pay this application fee into a designated UP Bank account, then
  - scan the proof of payment e.g. Bank deposit slip, EFT confirmation, etc. to a PDF file, then
  - return to this step in the application process and upload the scanned PDF image of your proof of payment. (UP Bank details into which payment must be made and deposit instructions were provided in the document referenced in Step 1 of your application.)

### Frequently asked questions

Q:

Is the credit card payment gateway secure?

A:

UP does not store any credit card details that you enter. Payment is made through a secure third-party payment mechanism. See [www.setcom.co.za](http://www.setcom.co.za).

Q:

What happens if my credit card payment is rejected, either because I entered the credit card details incorrectly or because of insufficient funds?

A:

The SETCOM payment page should have given you an error message. When you close the credit card payment window and return to the UP page, you need to click the "**refresh payment status**" button. If the payment status still shows as "**Not paid**" or "**Credit Card Payment initiated - but not yet complete**", you can start the credit card payment again.

Q:

I have entered my credit card details, have been advised that the payment was successful and have printed a proof of credit card payment, but the status on the UP page still indicates "**Not paid**" or "**Credit Card Payment initiated - but not yet complete**". What must I do?

A:

Click the "**refresh payment status**" button. If this does not update the status immediately, then the status update may be delayed due to background processes not completing immediately. Exit the application and return a while later to check (refresh) the status again.

Q:

I have entered my credit card details but appear to have lost connection to the payment gateway. The status on the UP page still indicates "**Not paid**" or "**Credit Card Payment initiated - but not yet complete**". What must I do?

A:

Click the "**refresh payment status**" button. If this does not update the status immediately, then the status update may be delayed due to background processes not completing - or because the payment actually did not go through. Exit the application and return a while later

to check the status again. If the status is still not updated, please send an email to [csc@up.ac.za](mailto:csc@up.ac.za) providing your Application ID and date/time of the credit card transaction.

Q:

I think something went wrong with my credit card payment and no payment was made. Can I initiate another credit card payment process?

A:

Yes, you can start again by clicking on the "**make online payment**" button. You may receive a warning message indicating that your prior payment attempt is potentially incomplete, but you can choose to nonetheless proceed to the payment gateway. (If technical issues result in a double payment being received from you for this study application, please inform UP so that we can arrange reimbursement to one of the payment credit cards.)

Q:

I have tried repeatedly to make payment using a credit card payment, but these payments have not been processed. Can I switch to the other method, i.e. make payment via a different (non-credit card) channel and then upload proof of that payment?

A:

Yes. Click the second option "*I wish to upload proof of having already paid my application fee*", and then do the necessary upload of your proof of payment. (You may receive warnings that you earlier started the process of doing a credit card payment, but you will be permitted to proceed to the document upload option.)

Q:

If I have successfully paid by credit card using the credit card payment option offered, and now have proof thereof, must I also upload this proof of payment?

A:

No, uploading proof of payment is NOT required under these circumstances. Since your credit card payment was made via this site, records of your payment do exist against this study application reference.

Q:

I have uploaded a proof of payment file, i.e. proof of my payment of the application fee (via a non-credit card process), but the status still indicates "**Not paid**" or "**Paid (Pending Document Verification)**". What must I do?

A:

If the status indicates "**Paid (Pending Document Verification)**", all is fine, and you can proceed to the step where you "Submit" your application. This status simply means that the authenticity of your "proof of payment" will only be validated by UP staff at a later stage.

If, despite having uploaded a proof of payment document, the status still indicates "**Not paid**", click the "verify" button. This should update the overall payment status if a proof of payment document is correctly uploaded. If clicking here fails to update the status, something may have gone wrong with the document upload process. Delete the uploaded proof of payment document, and try uploading it again.