

# FINANCE RELATED QUERIES

## 1. How much does is the late administration fee cost?

Are You South African?	Late Administration fee
Yes	R 470
No	R 580

## 2. How much does the COM administration fee cost?

R140 per submission

## 3. How do I pay my administration fee for my CAO Application and/or COMs?

You can pay both administration fees Online via credit or debit card **OR** at any EasyPay outlet

### 3.1. ONLINE payment option

#### Option 1

- Click on 'Payments' on the top menu bar
- Enter your CAO number and Click 'Make Payment'
- Select the applicable payment option i.e. 'MyGate' to pay by credit card or 'EasyPay' to pay by debit / credit card

#### Option 2

- Click the 'Check My Application' icon on the Homepage
- Enter your CAO or ID number and click 'Submit'
- Click 'Make a payment' to pay by credit card or Click 'Here' to pay by debit /credit card using the Easypay website
- Follow the prompts on screen

### 3.2. At an EasyPay Outlet

You can pay for your application and/or change of mind administration fee at any EasyPay outlet, e.g. Shoprite, Checkers, Pick n Pay, Boxer, Woolworths, etc. using your unique EasyPay Number as the reference when making any payment. Please view the initial email sent to you by CAO which contains your Unique EasyPay Number. Should you require further assistance, please contact our Call Centre on 031-268 4444 during office hours from 08h00-16h30 (Monday to Friday)

### 3.3. When can I pay online for my change of mind application?

You may pay the COM administration fee immediately after submitting the COM. After you click 'Process my Change of Mind', a message will appear telling you how you may pay the administration fee. (*Refer to 3.1 for options on how to pay online*)

## 4. Can I make payment at your office?

You can ONLY make payment online at [www.cao.ac.za](http://www.cao.ac.za) or at any EasyPay Outlet. Our offices are currently unavailable for face-to-face engagement with the public.

### **5. I have been receiving messages to pay but I have made payment. What must I do?**

If you haven't paid the full CAO administration fee, you will keep getting reminder messages about the payment until the remaining amount is paid. You need to pay the outstanding balance so that your application can be sent to the institutions for selection.

### **6. I have paid my administration fee today, what happens next?**

Your payment will only show on our system on the next business day. Once we receive it, your application will be sent to the institutions you applied to.

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

Please forward your proof of payment to [paymentscao@cao.ac.za](mailto:paymentscao@cao.ac.za) in order for us to assist you.

### **8. 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](mailto:paymentscao@cao.ac.za) in order to process your request. Please be advised that a 10% handling fee will be deducted from your payment for administration and bank charges.

### **9. I paid on my old CAO application; can I use this payment for my new application?**

Yes, you can email your request to [paymentscao@cao.ac.za](mailto:paymentscao@cao.ac.za) to transfer your payment from your old CAO number to the new one

### **10. 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](mailto: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.

### **11. I have been having trouble paying online. Please assist?**

We apologise for the inconvenience. To assist you identify why this error is occurring please check the following:

- ✓ Are you entering the correct credit / debit card number and expiry date?
- ✓ Did you enter the correct OTP number that was sent to you either by SMS or email to authenticate your transaction?
- ✓ 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 same unique EasyPay Number as the reference when making payment)

### **12. 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, along with your CAO Number and password. You can also find your EasyPay number in some letters sent to you from CAO e.g. Payment Outstanding, Acknowledgement or Summary letter.

If you can't find it, you are welcome to contact our Call Centre on 031-268 4444 during office hours from 08h00-16h30 (Monday to Friday) for assistance with your EasyPay number

### **13. Will I be accepted if I pay now?**

Your application will be made available to the institutions to which you have applied once the FULL CAO administration fees are received.

Although programmes have already closed and some are already full, institutions to which you have applied may still consider your application. The institutions have full and final responsibility for selection and admission decisions and 'NOT THE CAO'.

Once the institutions have made a decision you will be notified. You can also check the progress of your application on our website on [www.cao.ac.za](http://www.cao.ac.za) by clicking on the "Check My Application" icon on the homepage and entering either your CAO or ID number.