7. Finance Related Queries

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

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

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

7.4. **I overpaid in error, I would like to request a refund**

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

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

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

7. Finance Related Queries

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

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 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.

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

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

Are you entering debit or credit card details? *(Our system will only allow you to enter credit card details)*
Are you entering the correct credit 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 above 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)

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

Please click on the icon 'Check my Application' to retrieve your EasyPay number.

Alternatively, your EasyPay number was also sent to you via email when you applied. It also contained your CAO number and password.
You can also find the EasyPay number on some of the letter communication you received from CAO e.g. Payment Outstanding, Acknowledgement or Summary letter.

If you are still unable to retrieve your EasyPay number, you are welcome to contact our Call Centre on
031-2684444 or Share Call 0860 860 226 during office hours from 08h00-16h30 (Monday to Friday) for assistance with your EasyPay number