

C. Finance Related Queries

1. What is the late administration fee?

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

2. What is the COM administration fee?

R140 per submission

3. How do I make payment?

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

3.1. How do I pay online for my application

Option1

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

Option 2

- Click on the 'Check My Application' icon on the Homepage
- Enter your CAO or ID number and click 'Submit'
- Click on 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. How do I pay online for my change of mind?

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

3.3 Which Easypay outlet accepts payments for applications and COMs?

You can pay for your application OR change of mind at any EasyPay outlet, e.g. Shoprite, Checkers, Pick n Pay, Boxer, Woolworths, etc. using your unique EasyPay Number on your application as the reference when making any payment to the CAO

4. Can I make payment at your office?

You may make payment online at www.cao.ac.za or at any EasyPay Outlet. Our offices are currently closed 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?

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. You must pay the outstanding balance.

6. 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. 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.

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 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 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 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, with your CAO Number and password. You may also locate the EasyPay number on some of the other letter communication sent to you from CAO e.g. Payment Outstanding, Acknowledgement or Summary letter.

Alternatively, you are welcome to contact our Call Centre on 031-2684444 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 CAO administration fees are paid in FULL. 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 by clicking on the "Check My Application" link on the homepage and entering either your CAO or ID number.