



## Payment FAQs

ANU has offered safe and secure online payments for several years for transcript requests, tuition and fees.

You can now purchase replacement student ID cards & other miscellaneous transactions online. All payments can be made safely and securely through ISIS, BPAY and for international currencies Convera.

The FAQs below outline how this may change the way you make payments.

### **How do I pay my tuition and fees?**

All tuition and fee payments can be made through ISIS with a credit or scheme debit card or by using BPAY. BPAY is available to all students with an Australian bank account.

To make a credit or scheme debit card payment log into ISIS, select Main Menu > ISIS > Account Details > Follow the prompts to make a payment.

BPAY reference number is available on your invoice or can be constructed by following the instructions here: <http://www.anu.edu.au/students/program-administration/costsfees/payment-methods>.

### **Are any other payment methods available?**

Payments made in foreign currencies can be made through Convera. To pay your fees using this method complete the online Convera payment form.

### **What if I only have cash available to make a payment?**

To make a payment with cash you will need to visit ANU Student Central and complete a cash payment slip. You will then use the completed payment slip to deposit your payment at any National Australia Bank (NAB) branch using the reference number provided by ANU Student Central staff. Once your payment has been deposited return your payment slip with proof of payment to Student Central to have your transaction processed.

Please note, this type of payment may take up to 7 business days to finalise the transaction as the funds need to be deposited into the university bank account and allocated to your student account before your transaction can be completed.

Pre-loaded/prepaid credit cards are available from various locations. They are a quick, secure, easy and safe way to make online payments.

### **I'm an ANU alumnus, how do I purchase an Academic Transcript or Graduation Statement?**

ANU alumni who graduated in July 2010 or later will be able to access an electronic academic transcript through Digitary® and there is no need to purchase a hard copy. For information about logging into Digitary® as an alumni you can review the process on the Alumni webpage here: <http://www.anu.edu.au/alumni/benefits-services/academic-transcriptsdigitary>.

ANU alumni who graduated prior to July 2010 can purchase an academic transcript or Graduation Statement with the submission of an Application for transcript of academic record and/or graduation statement. A reissued electronic version of your academic transcript or

Division of Student Administration and Academic Services  
Di Riddell Student Centre, Building 154 University Avenue  
The Australian National University

graduation statement can also be purchased and available through Digitary® the next business day.

Completed applications are to be emailed to student@anu.edu.au and need to include a handwritten signature and be accompanied by a copy of official identification (copy of a driver's license or passport).

After completing your order, your documents will be produced by the ANU Student Central staff the next business day.

### **But I need my transcript today!**

If you're a current student, you will be able to collect your transcript from ANU Student Central on the day of purchase. To do so, log into ISIS, select Main Menu > ISIS > Academic Records > Request a Transcript.

Once your payment is complete, visit the staff at ANU Student Central to have your transcript produced.

If you are an alumni, please contact Student Central by phone (135 ANU) and complete an Application for transcript of academic record and/or graduation statement and indicate that you require your transcript on the same day. We will endeavour to provide it to you the next business day.

### **How long will my transaction take to process?**

Successful payments made through ISIS using your credit card or scheme debit card will be applied to your account immediately.

Payments made via BPAY can take up to 3 business days to be received by the University.

Payments made using foreign currencies through Convera can take up to 3 business days to be received by the University. Bank transfers may take longer. Please ensure you allow the appropriate time for your transaction to be processed.

### **I need a replacement student card.**

Replacement student cards can be purchased through ISIS. Log into ISIS, select Main Menu > ISIS > Account Details > Miscellaneous Purchases > Student card.

Once your payment is complete, visit the staff at ANU Student Central to have your student card printed.

### **I need a replacement testamur.**

Your testamur is an important document and may be replaced only when the original has been permanently lost, damaged or destroyed. The replacement testamur will be issued in the current format and will also state the current date of printing as well as the original date of conferral. Signatories to the replacement testamur may be different from those on the original testamur.

To apply for a replacement testamur, please provide the following items to the: Examinations, Graduations and Prizes Office Division of Student Administration Melville Hall Building #12 The Australian National University Canberra, ACT, 2601

1. A written application including these details:
  - o Full name that was printed on the original testamur,

- o Previous ID number, if known,
- o Date of award,
- o Name of award,
- o Current name, address, and phone number replacement will be sent to this address unless otherwise advised by the applicant.

2. A witnessed Statutory Declaration detailing what happened to your original testamur. In the case of loss, you should undertake to return the replacement testamur if the original is subsequently found.

3. Administration fee of \$85 for a replacement Testamur. If paying by cheque or money order, please make payable to The Australian National University. If paying by credit card (MasterCard or Visa), please include card type, name on card, number, expiry date, and signature.

4. Return the damaged testamur.