

SIS CAMPUS SOLUTIONS

STUDENTS' HOW TO GUIDE

STUDENT ACCOUNTS

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TRAINING CONTENT – IMPORTANT NOTIFICATION

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The training material has been developed within the planned timeframe of the implementation project and different environments (clients) were utilised to ensure that the material was completed within the timeframe.

Every endeavour has been made to keep the material generic in nature and have been prepared in a modular manner for easier plug-and-play for specific roles. Every effort has also been made to use dummy (mock) data to abide with all applicable legislation.

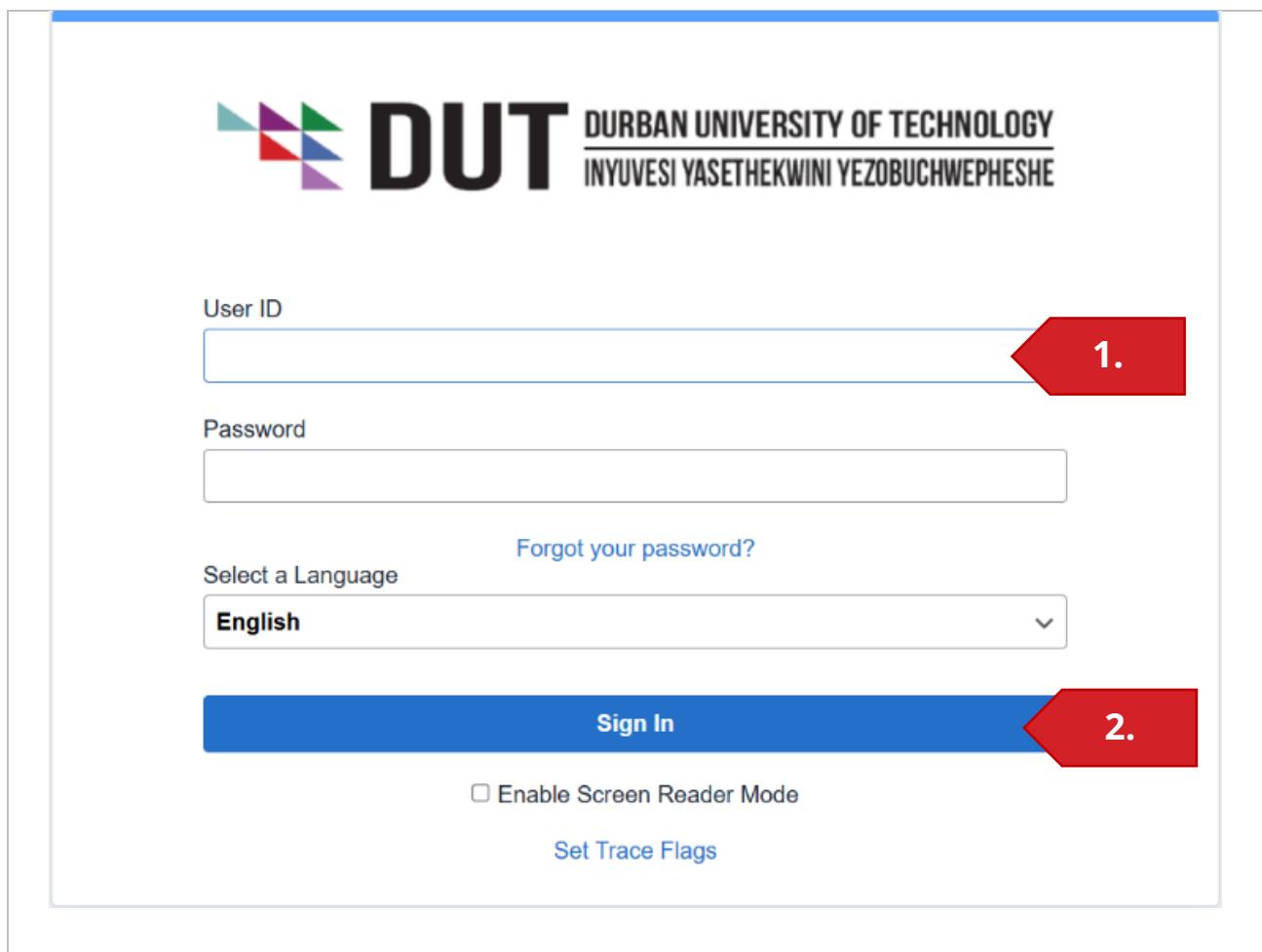
Users of the material are required to familiarise themselves with the latest DUT policies, processes, operating procedures, business rules and any regulations which might govern a specific process or function and have a responsibility to ensure that they are fully aware of the above that apply to them and their business.

Whilst every effort has been made to ensure that the learning material is accurate, DUT take no responsibility for any loss or damage suffered by any person as a result of the reliance upon the information contained herein.

1. INTRODUCTION

Effective management of financial accounts is crucial for maintaining awareness of financial responsibilities while pursuing education. The system offers essential tools to view account balances and make payments seamlessly. Regularly checking account balances provides insight into financial standing, aiding in planning for upcoming payments and avoiding potential issues. Additionally, the payment feature facilitates timely transactions, ensuring that financial obligations are met with ease. Understanding and utilising these features empower students to take control of their financial situations and support academic success.

2. HOW TO VIEW YOUR STUDENT ACCOUNT



The image shows the Durban University of Technology (DUT) sign-in page. At the top is the DUT logo and name. Below it are fields for 'User ID' and 'Password', with a 'Forgot your password?' link. A 'Select a Language' dropdown is set to 'English'. At the bottom are 'Sign In' and 'Enable Screen Reader Mode' buttons, and a 'Set Trace Flags' link. Red arrows labeled '1.' and '2.' point to the 'User ID' field and the 'Sign In' button respectively.

User ID

1.

Password

Forgot your password?

Select a Language

English

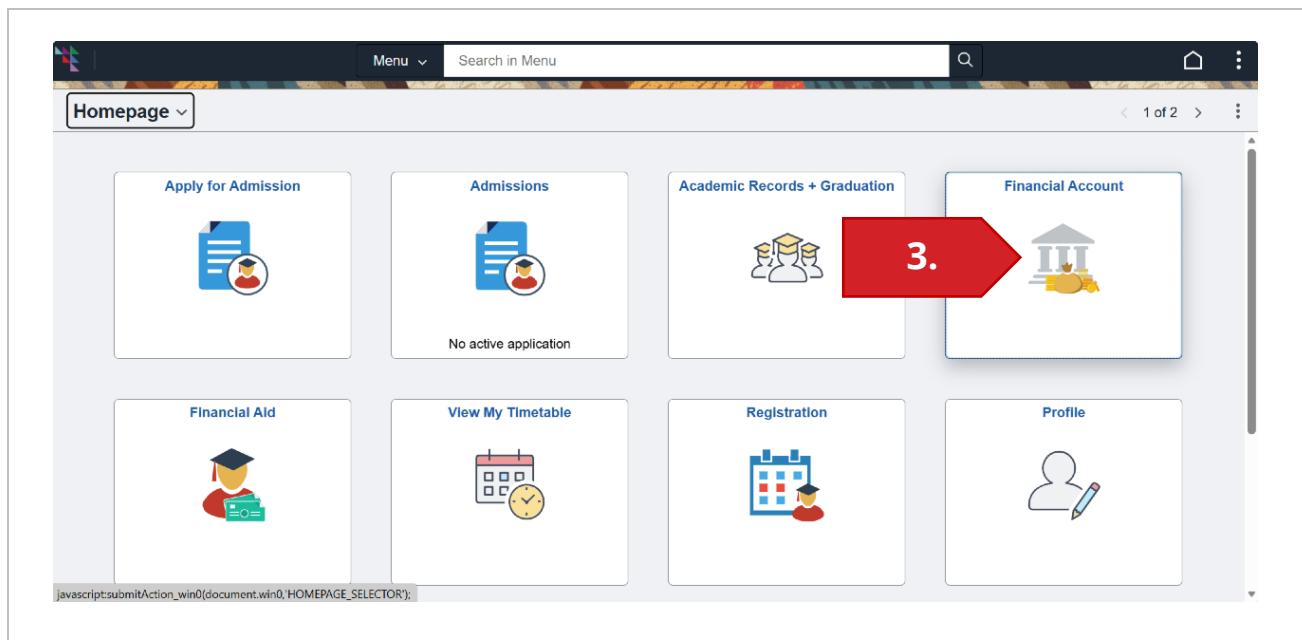
2.

Sign In

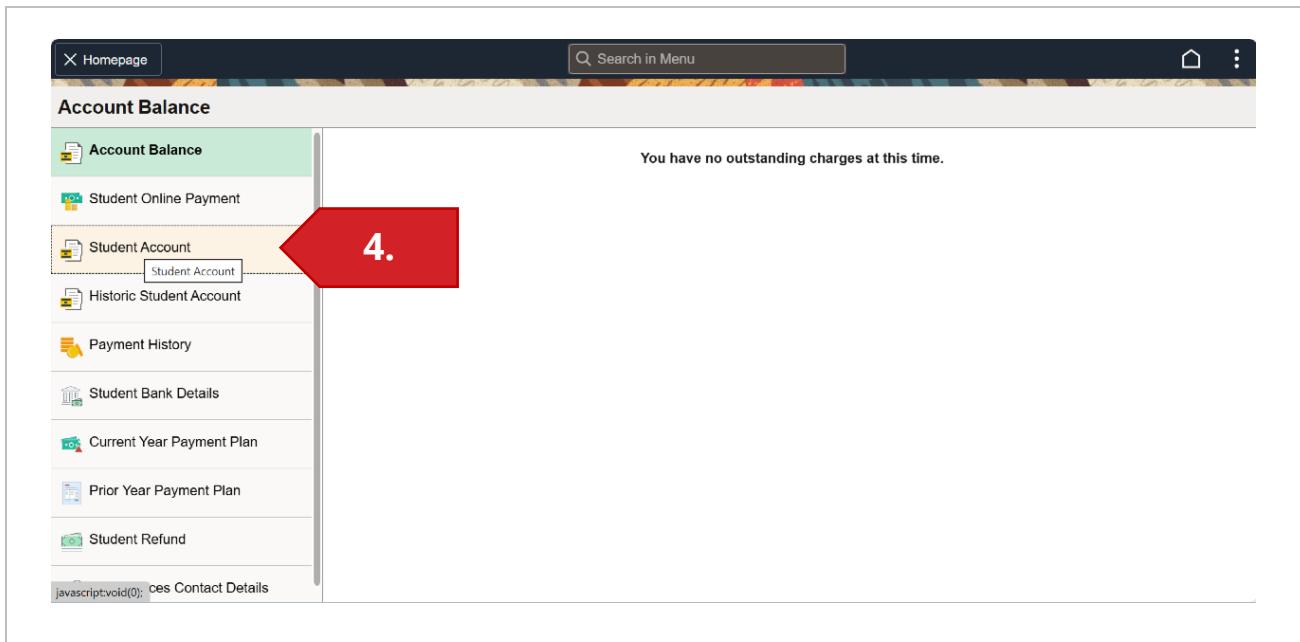
Enable Screen Reader Mode

Set Trace Flags

STEP NUMBER	ACTION
1.	Enter your User ID and Password .
2.	Click on the Sign In button.



STEP NUMBER	ACTION
	Note: The Homepage screen is displayed.
3.	Click on the Financial Account tile to access the Account Balance page.



The screenshot shows the 'Account Balance' screen. On the left is a vertical menu with the following items:

- Account Balance (selected, highlighted in green)
- Student Online Payment
- Student Account (selected, highlighted in green)
- Historic Student Account
- Payment History
- Student Bank Details
- Current Year Payment Plan
- Prior Year Payment Plan
- Student Refund
- javascript:void(0); (ces Contact Details)

The main content area displays the message: "You have no outstanding charges at this time." A large red arrow points from the text "4." in the previous step to the "Student Account" menu item.

STEP NUMBER	ACTION
	Note: The Account Balance screen is displayed.
4.	Click on the Student Account tab to view your account details.

X Homepage
Search in Menu
Home
...

Student Account

Student Account

- [Account Balance](#)
- [Student Online Payment](#)
- [Student Account](#)
- [Historic Student Account](#)
- [Payment History](#)
- [Student Bank Details](#)
- [Current Year Payment Plan](#)
- [Prior Year Payment Plan](#)

Business Unit DUT00 Durban University Technology
Empl ID 20050074
Name [View Profile](#) [Logout](#)
National ID [View Profile](#)

From Date To Date

5.

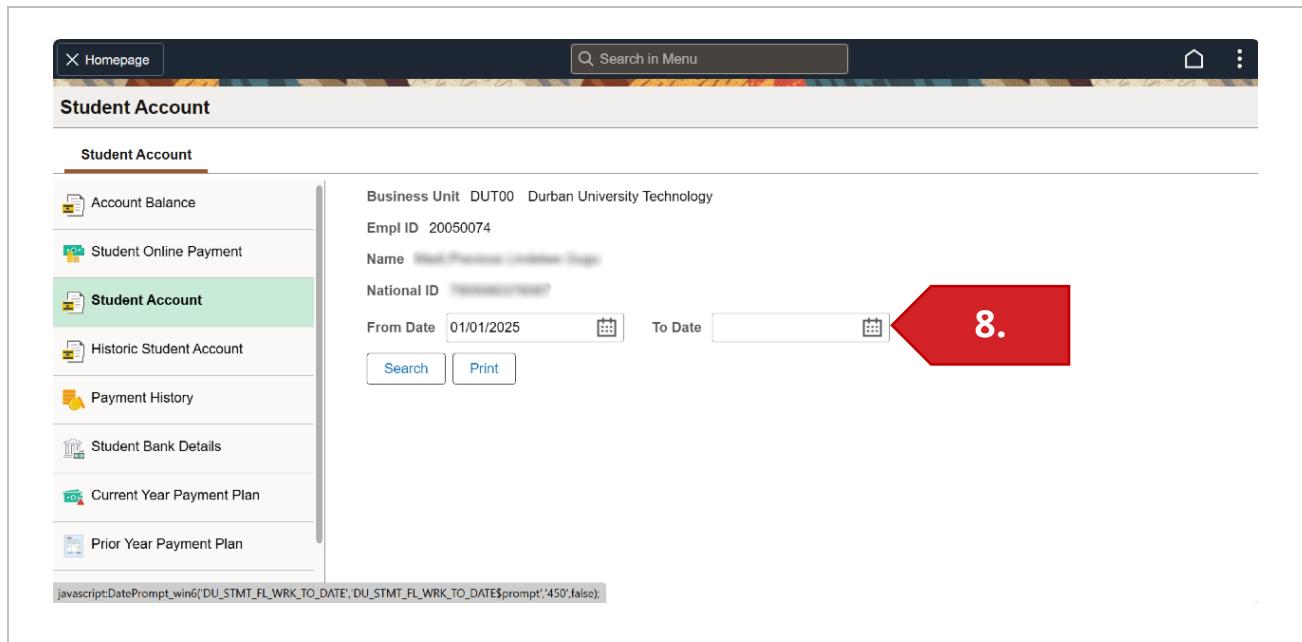
```
javascript:DatePrompt_win6('DU_STMT_FL_WRK_FROM_DATE','DU_STMT_FL_WRK_FROM_DATE$prompt','450',false);
```

STEP NUMBER	ACTION
Note: <p>The Student Account screen is displayed, showing the Business Unit, Empl ID, Name, National ID, and allowing you to select the date for viewing account information.</p>	
5.	<p>Click on the From Date calendar icon to choose the starting date for the student account view.</p>

6.

7.

STEP NUMBER	ACTION
6.	<p>Click on the appropriate Month in the Month drop-down list button to display the available months.</p>
 Note:	<p>You can also select the appropriate Year from the Year drop-down list to view data for that specific year.</p>
7.	<p>Click on the appropriate Day in the calendar to select the date.</p>



Student Account

Student Account

- Account Balance
- Student Online Payment
- Student Account**
- Historic Student Account
- Payment History
- Student Bank Details
- Current Year Payment Plan
- Prior Year Payment Plan

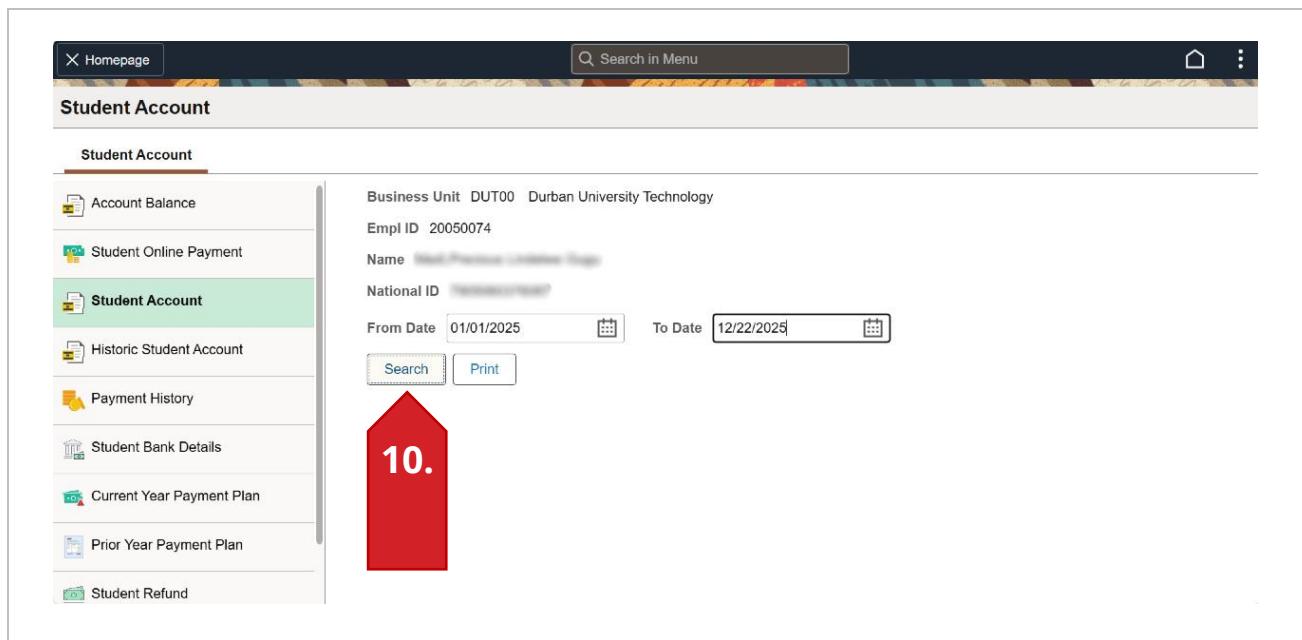
Business Unit DUT00 Durban University Technology
Empl ID 20050074
Name [View Profile | Edit Profile](#)
National ID [View Profile | Edit Profile](#)

From Date 01/01/2025 To Date

`javascript:DatePrompt_win6('DU_STMT_FL_WRK_TO_DATE','DU_STMT_FL_WRK_TO_DATE$prompt','450',false);`

STEP NUMBER	ACTION
8.	Click on the To Date calendar icon to choose the end date.

STEP NUMBER	ACTION
9.	Click on the appropriate Date to select it.
	<p>Note:</p> <p>Similar to the previous step, you may select any appropriate date. For the purpose of this training, the current date will be used as the To Date.</p>



Student Account

Business Unit DUT00 Durban University Technology

Empl ID 20050074

Name [REDACTED]

National ID [REDACTED]

From Date 01/01/2025 To Date 12/22/2025

10.

Account Balance

Student Online Payment

Student Account

Historic Student Account

Payment History

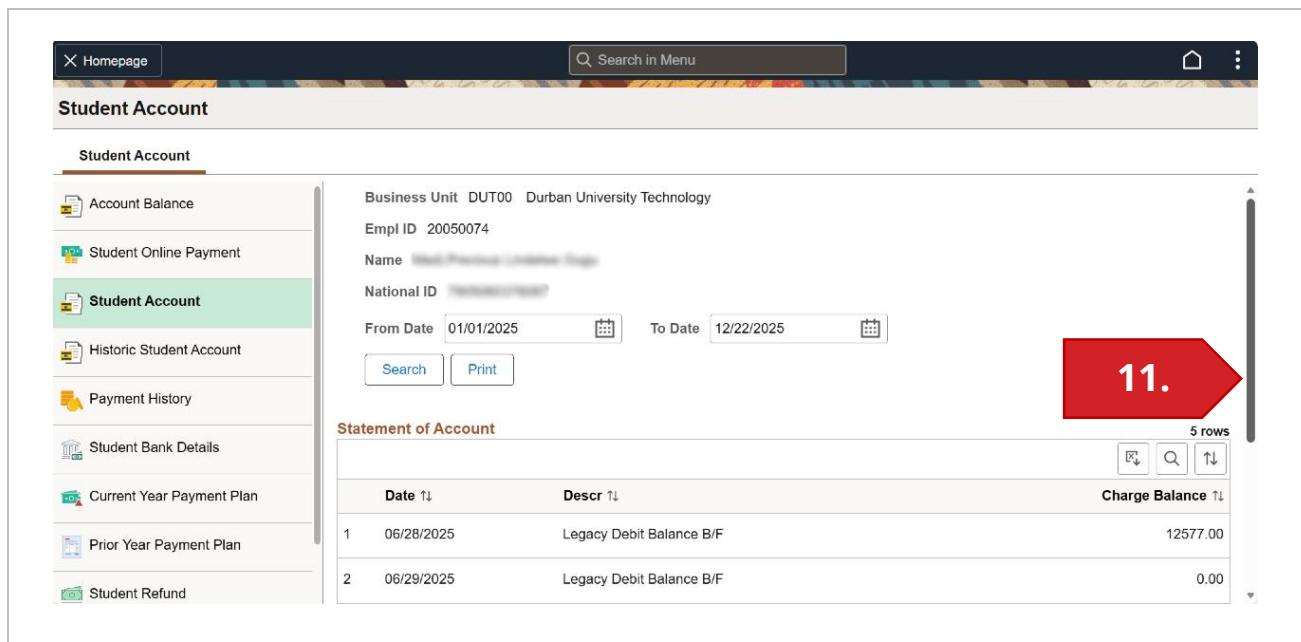
Student Bank Details

Current Year Payment Plan

Prior Year Payment Plan

Student Refund

STEP NUMBER	ACTION
10.	Click on the Search button to display the results.



The screenshot shows a web-based student account management system. The left sidebar has a 'Student Account' tab selected. The main area displays account details: Business Unit DUT00 Durban University Technology, Empl ID 20050074, Name (redacted), and National ID (redacted). Below this are date filters 'From Date' 01/01/2025 and 'To Date' 12/22/2025, and 'Search' and 'Print' buttons. A red arrow labeled '11.' points to a table titled 'Statement of Account' with 5 rows. The table has columns for Date, Descr, and Charge Balance. The data is as follows:

Date	Descr	Charge Balance
06/28/2025	Legacy Debit Balance B/F	12577.00
06/29/2025	Legacy Debit Balance B/F	0.00

STEP NUMBER	ACTION
	<p>Note:</p> <p>After clicking the Search button, the Statement of Account will be displayed, including details such as the date, description, and charge balance. Additionally, the Student Account Totals section will show the outstanding balance due.</p>
11.	Click and drag the vertical scroll bar down to navigate through the page.
	<p>Note:</p> <p>You have the option to Print your student financial account. Once you have clicked the Print Button, a .PDF version of your student financial account will pop up for you to download.</p> <p>Remember to disable any pop-up blocker in your browser, otherwise you might not be able to download your .PDF file.</p>

[X Homepage](#)

[Home](#) [...](#)

Student Account

Student Account

- [Account Balance](#)
- [Student Online Payment](#)
- [Student Account](#)
- [Historic Student Account](#)
- [Payment History](#)
- [Student Bank Details](#)
- [Current Year Payment Plan](#)
- [Prior Year Payment Plan](#)

Statement of Account

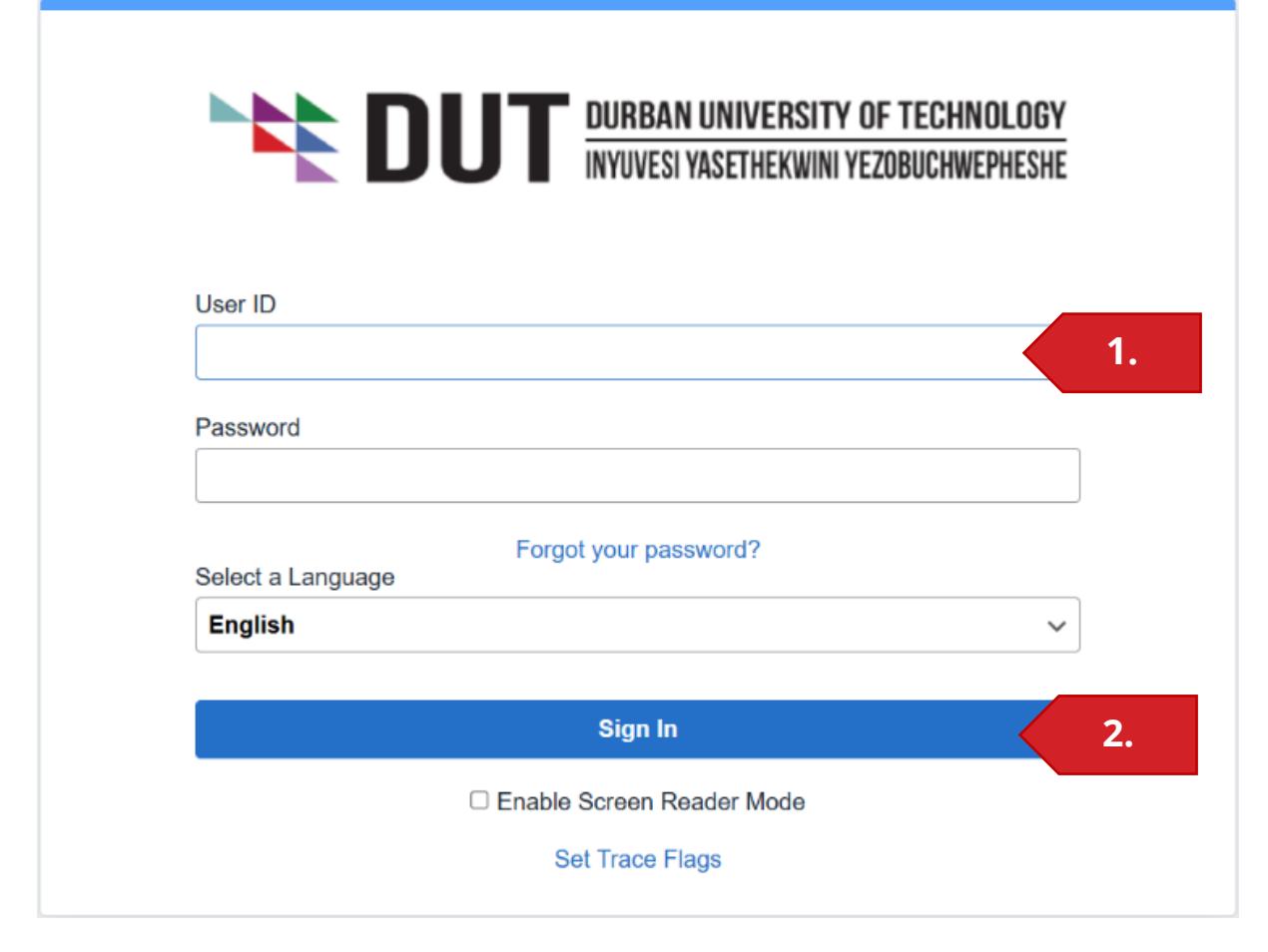
Date ↑↓	Descr ↑↓	Charge Balance ↑↓
1 06/28/2025	Legacy Debit Balance B/F	12577.00
2 06/29/2025	Legacy Debit Balance B/F	0.00
3 11/07/2025	Payment Received	-200000.00
4 11/11/2025	Student Refund	1003.00
5 11/17/2025	Student Refund	9027.00

Student Account Totals

Due to you	1 row
	-177393.00

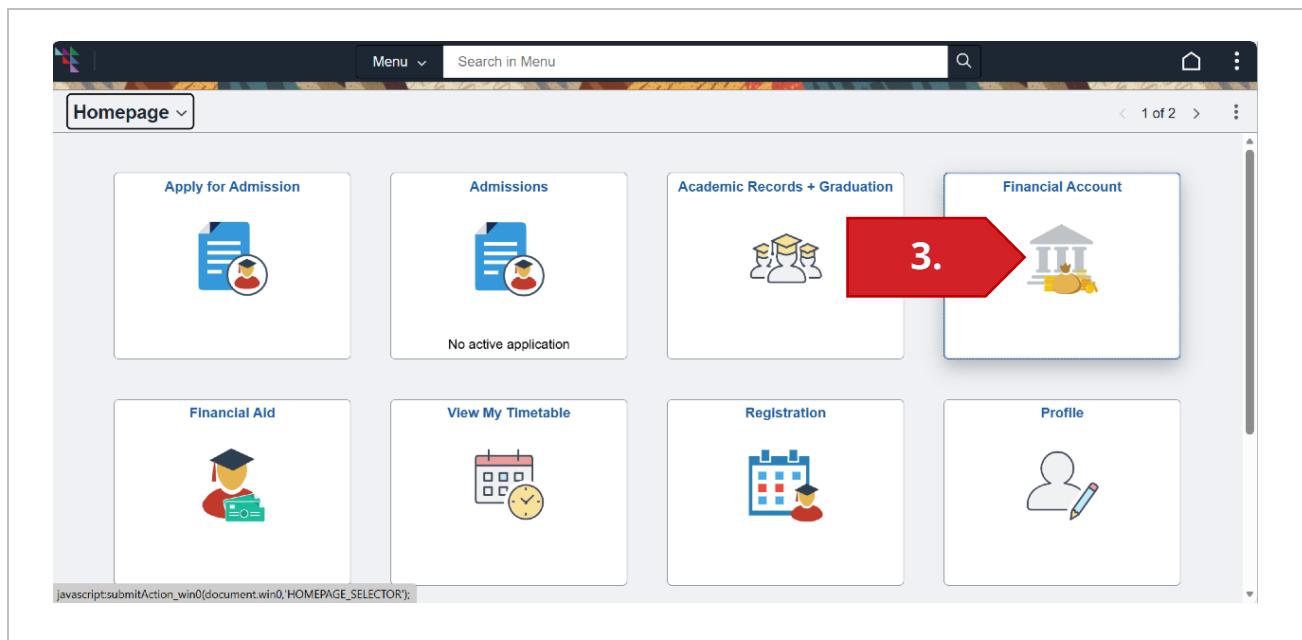
STEP NUMBER	ACTION
	<p>Note:</p> <p>You can click the Home button to go back to the main page.</p>

3. HOW TO VIEW YOUR HISTORIC STUDENT ACCOUNT

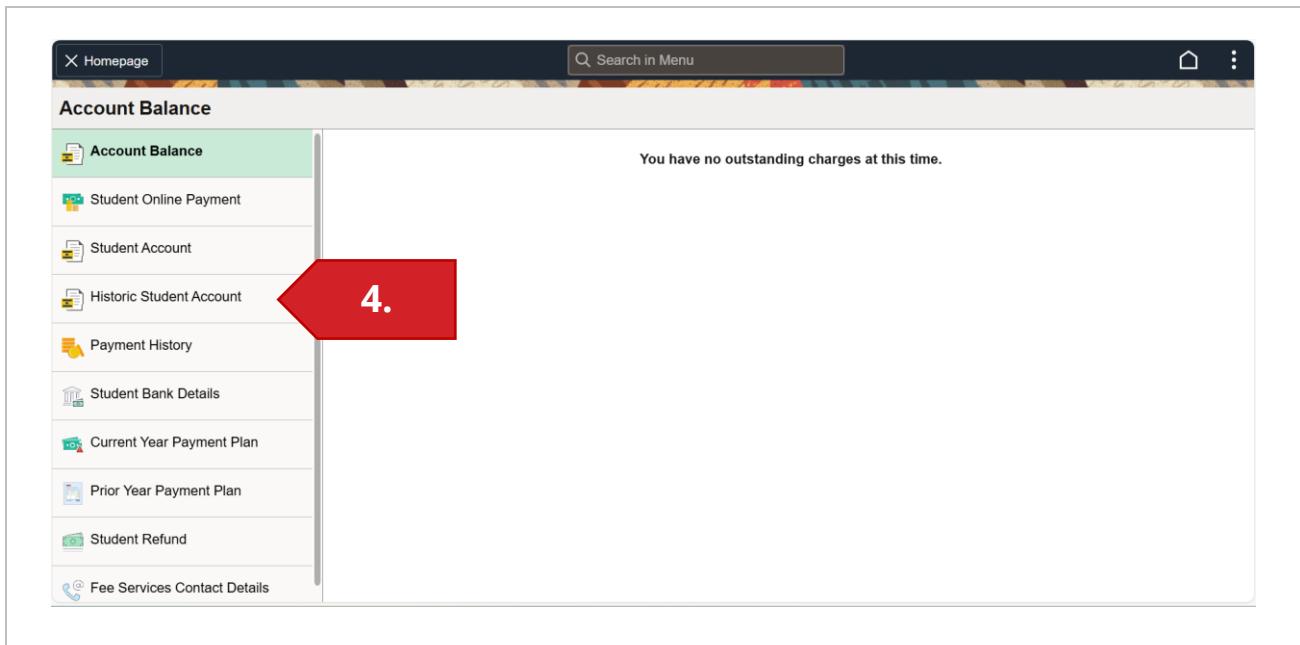


The image shows the Durban University of Technology (DUT) sign-in page. At the top is the DUT logo and name. Below it are fields for 'User ID' and 'Password', with a red arrow labeled '1.' pointing to the 'User ID' field. To the right of the 'User ID' field is a 'Forgot your password?' link. Below the password field is a 'Select a Language' dropdown set to 'English', with a red arrow labeled '2.' pointing to the 'Sign In' button. The 'Sign In' button is blue with white text. Below the button are links for 'Enable Screen Reader Mode' and 'Set Trace Flags'.

STEP NUMBER	ACTION
1.	Enter your User ID and Password .
2.	Click on the Sign In button.



STEP NUMBER	ACTION
	Note: The Homepage screen is displayed.
3.	Click on the Financial Account tile to access the Account Balance page.



The screenshot shows a web-based application interface for managing student accounts. At the top, there is a navigation bar with a 'Homepage' button, a search bar labeled 'Search in Menu', and a menu icon. The main content area is titled 'Account Balance'. On the left, a vertical sidebar lists several options: 'Account Balance' (selected and highlighted in green), 'Student Online Payment', 'Student Account', 'Historic Student Account' (with a red arrow pointing to it), 'Payment History', 'Student Bank Details', 'Current Year Payment Plan', 'Prior Year Payment Plan', 'Student Refund', and 'Fee Services Contact Details'. The main panel on the right displays the message: 'You have no outstanding charges at this time.'

STEP NUMBER	ACTION
	Note: The Account Balance screen is displayed.
4.	Click on the Historic Student Account to access your previous financial records.

Hist Student Account

Business Unit DUTO University Technology
Empl ID 20050074
Name [REDACTED]
National ID [REDACTED]

From Date To Date

Search **Print**

STEP NUMBER	ACTION
	<p>Note:</p> <p>You can type the dates directly into the field using the MM/DD/YYYY format. Ensure that you follow this format correctly to avoid any errors.</p>
5.	Enter the relevant Date in the From Date field.
6.	Enter the relevant Date in the To Date field.
7.	Click on the Search button to display the results.

STEP NUMBER	ACTION
	<p>Note:</p> <p>After clicking the Search button, the Statement of Account will be displayed, including details such as the date, description and charge balance. Additionally, the Student Account Totals section will show the outstanding balance due.</p>
8.	Click and drag the vertical scroll bar down to navigate through the page.

Student Account

Statement of Account

Date ↑	Descr ↑	Charge Balance ↑
1 06/28/2025	Legacy Debit Balance B/F	12577.00
2 06/29/2025	Legacy Debit Balance B/F	0.00
3 11/07/2025	Payment Received	-200000.00
4 11/11/2025	Student Refund	1003.00
5 11/17/2025	Student Refund	9027.00

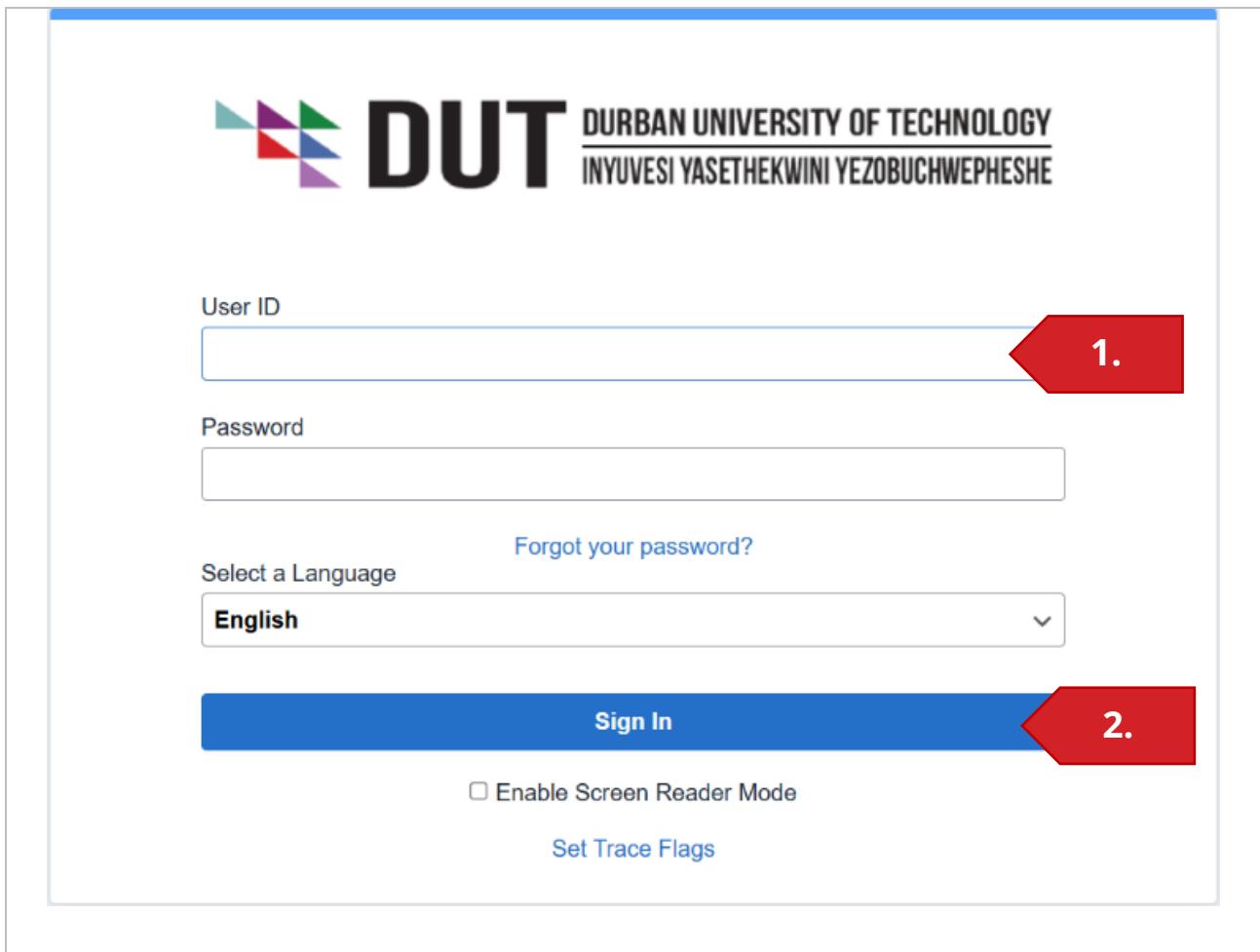
Student Account Totals

Due to you	1 row
-177393.00	

javascript:DoHome("https://peoplesoftqa.dut.ac.za/psc/pscspa_6/EMPLOYEE...")

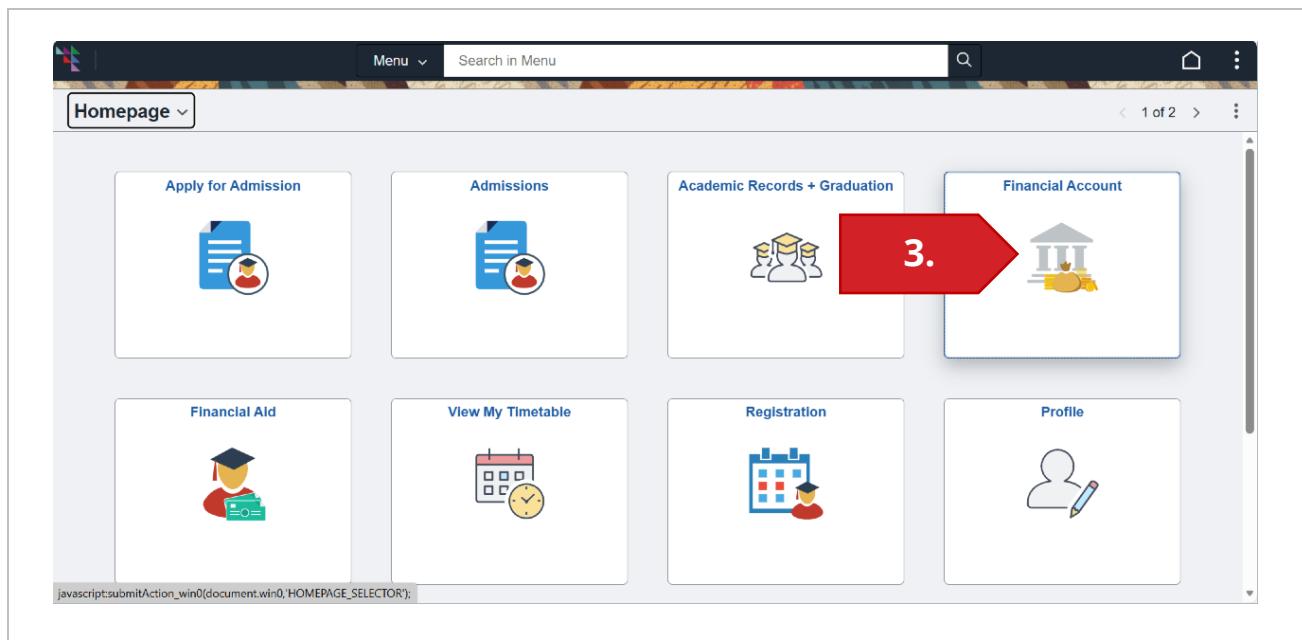
STEP NUMBER	ACTION
	<p>Note:</p> <p>You have the option to Print your student financial account. Once you have clicked the Print Button, a .PDF version of your student financial account will pop up for you to download.</p> <p>Remember to disable any pop-up blocker in your browser, otherwise you might not be able to download your .PDF file.</p>

4. HOW TO VIEW AND MAINTAIN YOUR BANK ACCOUNT DETAILS

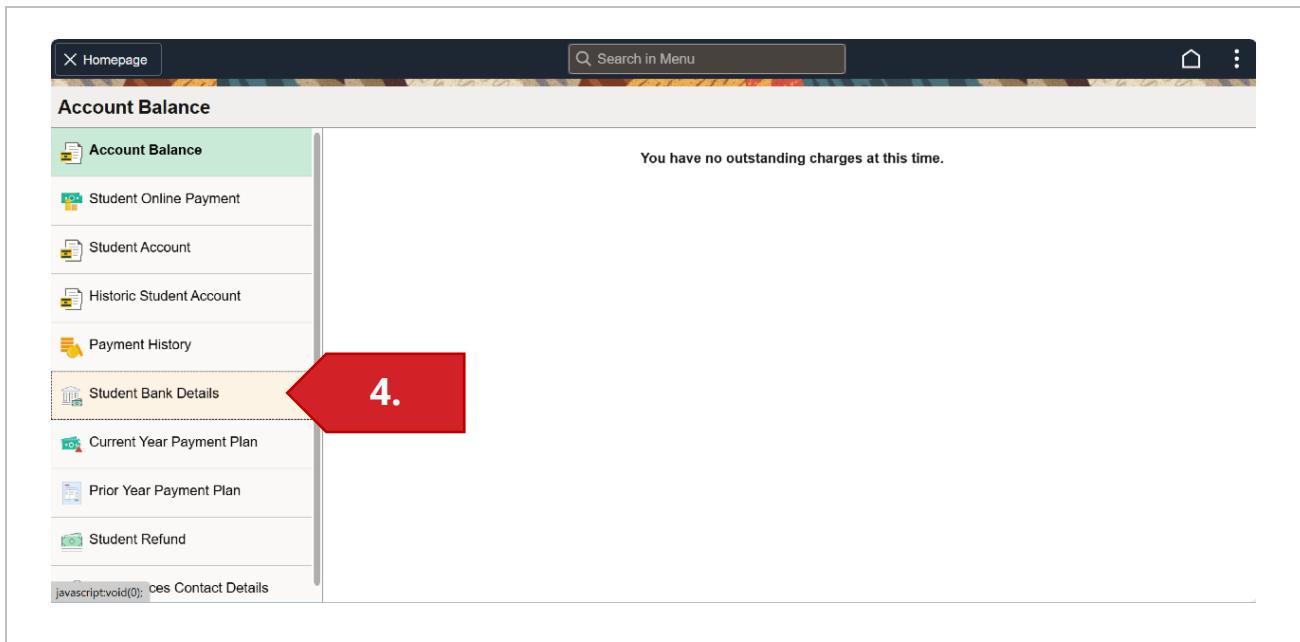


The image shows a screenshot of the Durban University of Technology (DUT) sign-in page. The page features the DUT logo and the text 'DURBAN UNIVERSITY OF TECHNOLOGY' and 'INYUVE SI YASETHEKWINI YEZOBUCHWE PHE SHE'. Below the logo are two input fields: 'User ID' and 'Password'. To the right of the 'User ID' field is a red arrow pointing left with the number '1.' To the right of the 'Password' field is a red arrow pointing left with the number '2.'. Above the 'Password' field is a link 'Forgot your password?'. Below the input fields is a dropdown menu 'Select a Language' set to 'English'. At the bottom of the form is a blue 'Sign In' button, with a red arrow pointing right to its right. Below the 'Sign In' button are two links: 'Enable Screen Reader Mode' and 'Set Trace Flags'.

STEP NUMBER	ACTION
1.	Enter your User ID and Password .
2.	Click on the Sign In button.



STEP NUMBER	ACTION
	Note: The Homepage screen is displayed.
3.	Click on the Financial Account tile to access the Account Balance page.



The screenshot shows the 'Account Balance' screen. The left sidebar contains the following links:

- Account Balance (highlighted in green)
- Student Online Payment
- Student Account
- Historic Student Account
- Payment History
- Student Bank Details (highlighted with a red arrow)
- Current Year Payment Plan
- Prior Year Payment Plan
- Student Refund
- javascript:void(0); [ces Contact Details]

The main content area displays the message: "You have no outstanding charges at this time."

STEP NUMBER	ACTION
	Note: The Account Balance screen is displayed.
4.	Click on the Student Bank Details to view or update your bank account information.

[X Homepage](#)

[Home](#) [...](#)

Student Bank Details

- [Account Balance](#)
- [Student Online Payment](#)
- [Student Account](#)
- [Historic Student Account](#)
- [Payment History](#)
- [Student Bank Details](#)
- [Current Year Payment Plan](#)
- [Prior Year Payment Plan](#)
- [Student Refund](#)
- [Fee Services Contact Details](#)

Bank Account Details

Bank Account Type

Country Code South Africa

Bank ID

Bank Branch ID Universal Online Bank Branch

Bank Account Number

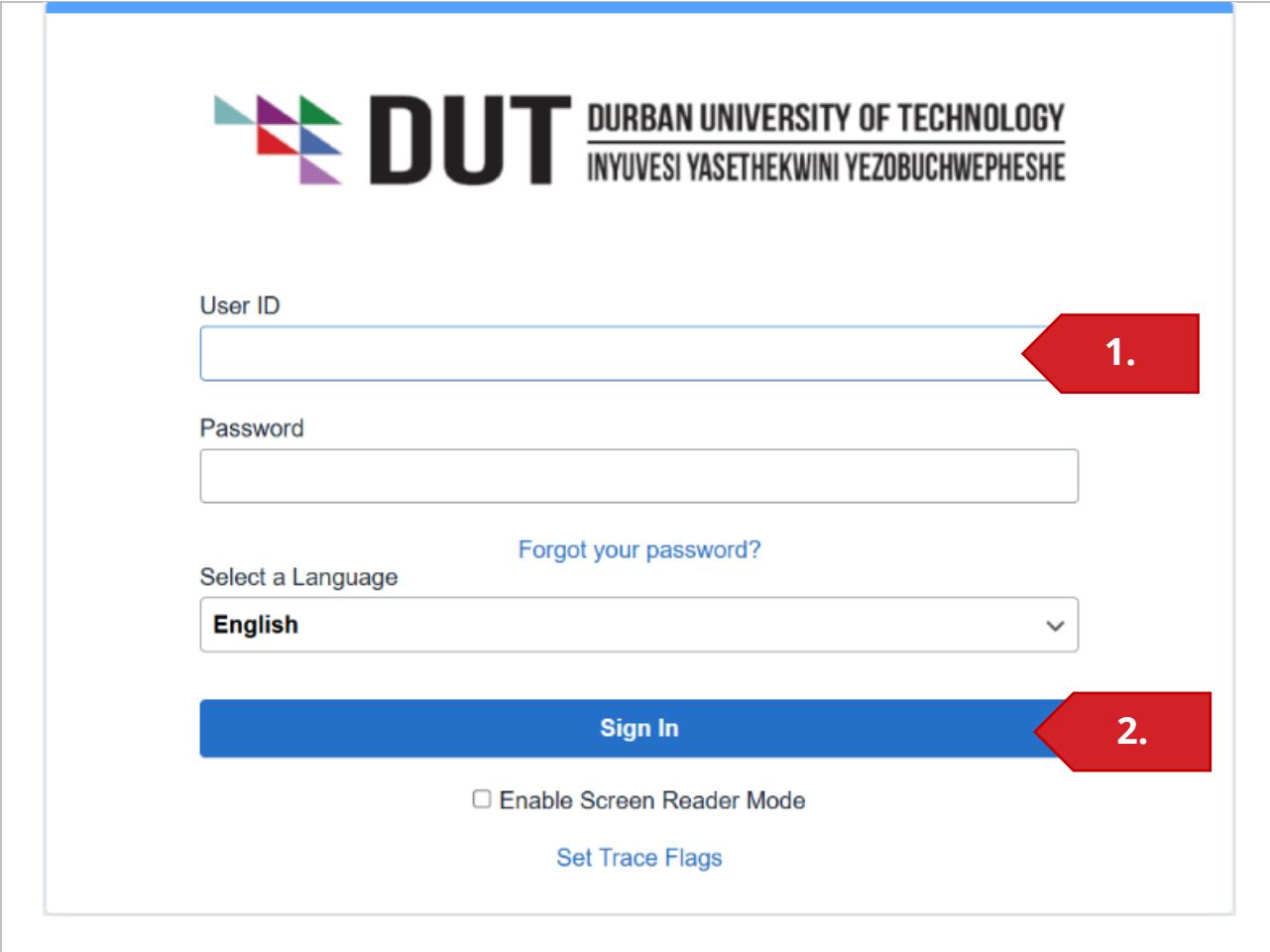
Account Name

Last Updated

5.

STEP NUMBER	ACTION
	<p>Note:</p> <p>The Bank Account Details screen will be displayed, showing information such as Bank Account Type (either Checking or Savings), Country Code, Bank ID, Bank Branch ID, Bank Account Number, Account Name and the Last Updated date.</p>
<p>5.</p>	<p>Click on the Submit button.</p>
	<p>Note:</p> <p>Review the details carefully and make any necessary changes. If no updates are needed, click the Submit button to continue.</p>

5. HOW TO SUBMIT A STUDENT REFUND REQUEST



The image shows the Durban University of Technology (DUT) sign-in page. At the top is the DUT logo and name. Below are fields for 'User ID' and 'Password', with a 'Forgot your password?' link. A language selection dropdown is set to 'English'. At the bottom are 'Sign In' and 'Enable Screen Reader Mode' buttons, and a 'Set Trace Flags' link. Red arrows labeled '1.' and '2.' point to the 'User ID' field and the 'Sign In' button respectively.

User ID

1.

Password

Forgot your password?

Select a Language

English

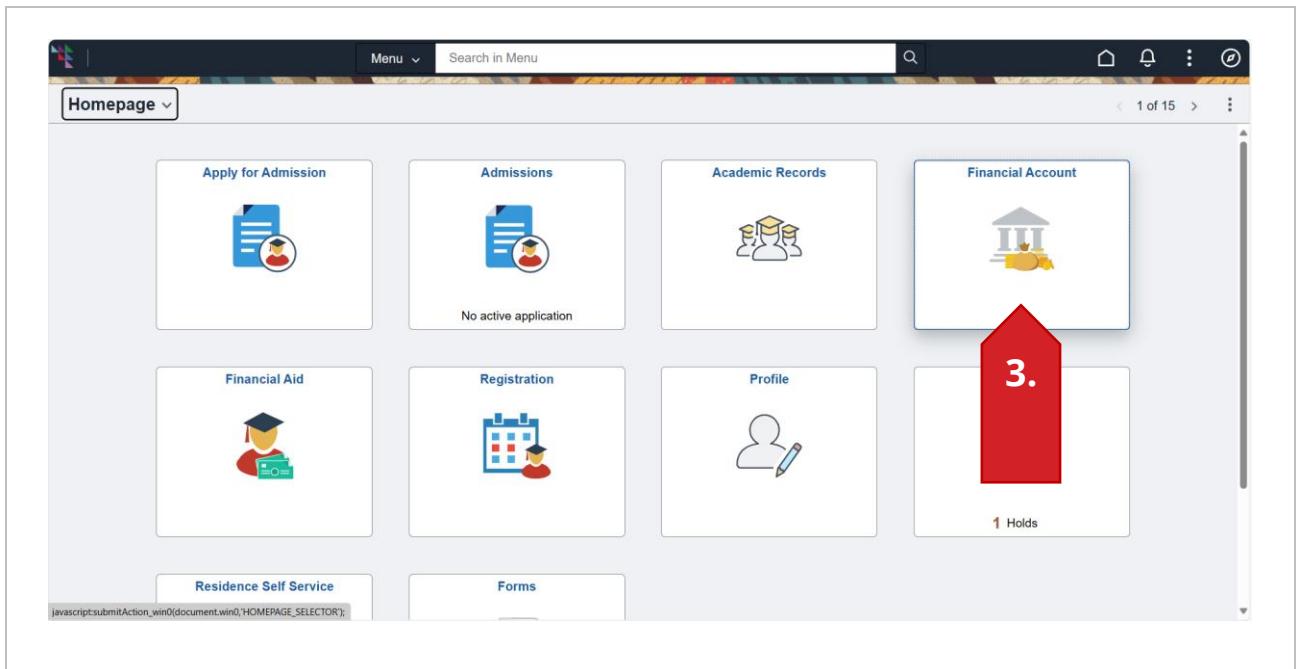
2.

Sign In

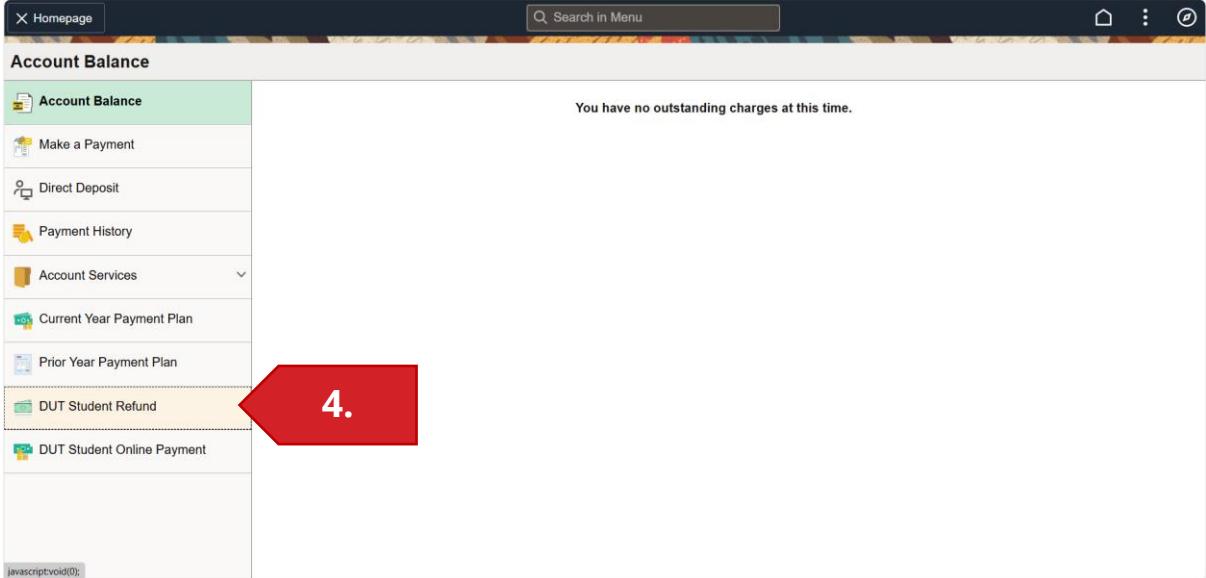
Enable Screen Reader Mode

Set Trace Flags

STEP NUMBER	ACTION
1.	Enter your User ID and Password .
2.	Click on the Sign In button.



STEP NUMBER	ACTION
	Note: The Homepage screen is displayed.
3.	Click on the Financial Account tile to access the Account Balance page.



The screenshot shows the 'Account Balance' screen. On the left is a vertical menu with the following items:

- Account Balance (selected, highlighted in green)
- Make a Payment
- Direct Deposit
- Payment History
- Account Services (with a dropdown arrow)
- Current Year Payment Plan
- Prior Year Payment Plan
- DUT Student Refund** (selected, highlighted in yellow)
- DUT Student Online Payment

The main content area displays the message: "You have no outstanding charges at this time." A large red arrow points from the text "4." in the instructions below to the 'DUT Student Refund' menu item.

STEP NUMBER	ACTION
	Note: The Account Balance screen is displayed.
4.	Click on the DUT Student Refund tab to access the DUT Student Refund page.

X Exit
...

1 **Introduction**
Visited

Step 1 of 4: Introduction

DUT Student Refund

2 **Bank Details**
Complete

3 **Refund Details**
Complete

4 **Finish**
Complete

5.

1. Students receiving Financial Aid(NSFAS, Scholarships etc.) must contact the appropriate Financial Aid office for funding refunds.

2. Only students with credit balances will be considered for this process.

3. The university only pays to South African bank accounts.

4. The university has the right to not pay the refund.

5. It is the students responsibility to ensure that the correct bank details are submitted.

6. Payments cannot be made to Credit or Debit card numbers, ATM's cash send nor to mobile phones.

7. It takes 5 working days to process the refund.

STEP NUMBER	ACTION
 Note: <p>The Step 1 of 4: Introduction screen for DUT Student Refund is displayed. Review this page carefully, as it outlines important conditions and requirements for the refund process, including eligibility, banking restrictions, processing timelines, and student responsibilities. Ensure all conditions are understood before proceeding to the next step.</p>	
5.	Click on the Next button.

X Exit
...

Student Refund

Empl ID 21927164

1 Introduction Visited

2 Bank Details In Progress

3 Refund Details Not Started

4 Finish Not Started

Bank Account Details

Bank Account Type:

Country Code: South Africa

Bank ID: Absa

Bank Branch ID: Universal Online Bank Branch

Bank Account Number:

Account Name:

Last updated on:

Save
Submit

6.

STEP NUMBER	ACTION
 Note: <p>The Step 2 of 4: Bank Details screen is displayed. Review and capture the student's bank account information, including account type, bank, branch, and account number. Ensure all details are accurate and up to date before saving and proceeding to the next step, as these details will be used for processing the student refund.</p>	
6.	Click on the Save button.

X Exit
...

Student Refund
Empl ID 21927164
Previous
Next >
Save

1 **Introduction**
Visited

2 **Bank Details**
Complete

3 **Refund Details**
Not Started

4 **Finish**
Not Started

Bank Account Details

Bank Account Type

Country Code

Bank ID

Bank Branch ID

Bank Account Number

Account Name

Last updated on

Next

7.

STEP NUMBER	ACTION
	<p>Note:</p> <p>After clicking the Save button, the Next button becomes available, allowing you to proceed to the next step of the student refund process.</p>
7.	<p>Click on the Next button.</p>

Student Refund

Save | < Previous

1 Introduction Visited

2 Bank Details Complete

3 Refund Details In Progress

4 Finish Not Started

Recent bank statement where the money will be deposited.

NSFAS

- Bank Statement
- Proof of payment if required
- Authorization Letter from parent/payee or Affidavit if student paid
- Student ID/student card
- Parent ID/payee ID applicable when parent paid.

Requested Amount

Comments

Refund Status: In Progress

Please upload required documents

No	Attached File	Add
1		Add

1 row

STEP NUMBER	ACTION
 Note: <p>The Step 3 of 4: Refund Details screen is displayed.</p> <p>Click and drag the vertical scroll bar to navigate down the page and review all refund requirements.</p> <p>Capture the requested amount and any relevant comments and ensure all required supporting documents are uploaded before saving and proceeding to the next step, as these documents are mandatory for processing the student refund.</p>	
8.	Enter the relevant Amount in the Requested Amount field.

<p>9. Enter the relevant Comments in the Comments field.</p>
<p> Note: Click and drag the vertical scroll bar down to navigate through the page.</p>

Student Refund

Recent bank statement where the money will be deposited.
NSFAS
Bank Statement
Proof of payment if required
Authorization Letter from parent/payee or Affidavit if student is claiming they paid
Student ID/student card
Parent ID/payee ID applicable when parent paid.

Requested Amount: 1500

Comments: Please refund the amount for books.

Refund Status: In Progress

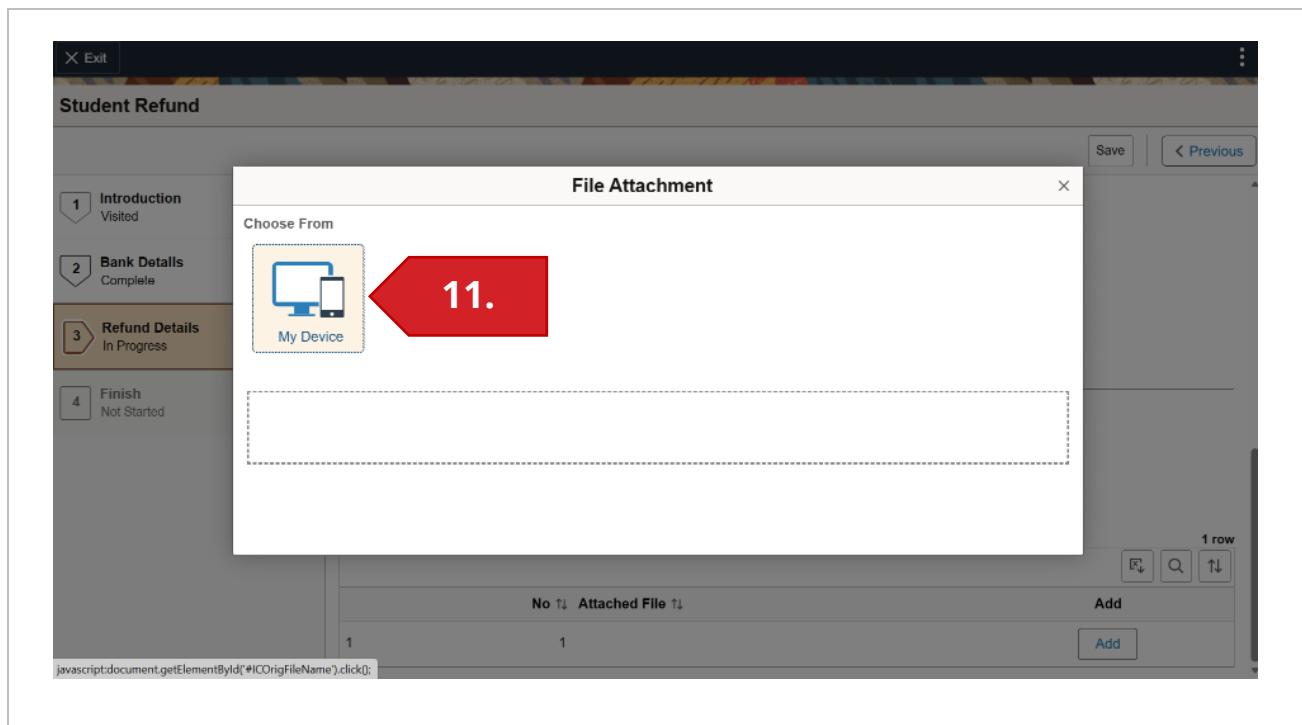
Please upload required documents

No: 1 Attached File: 1

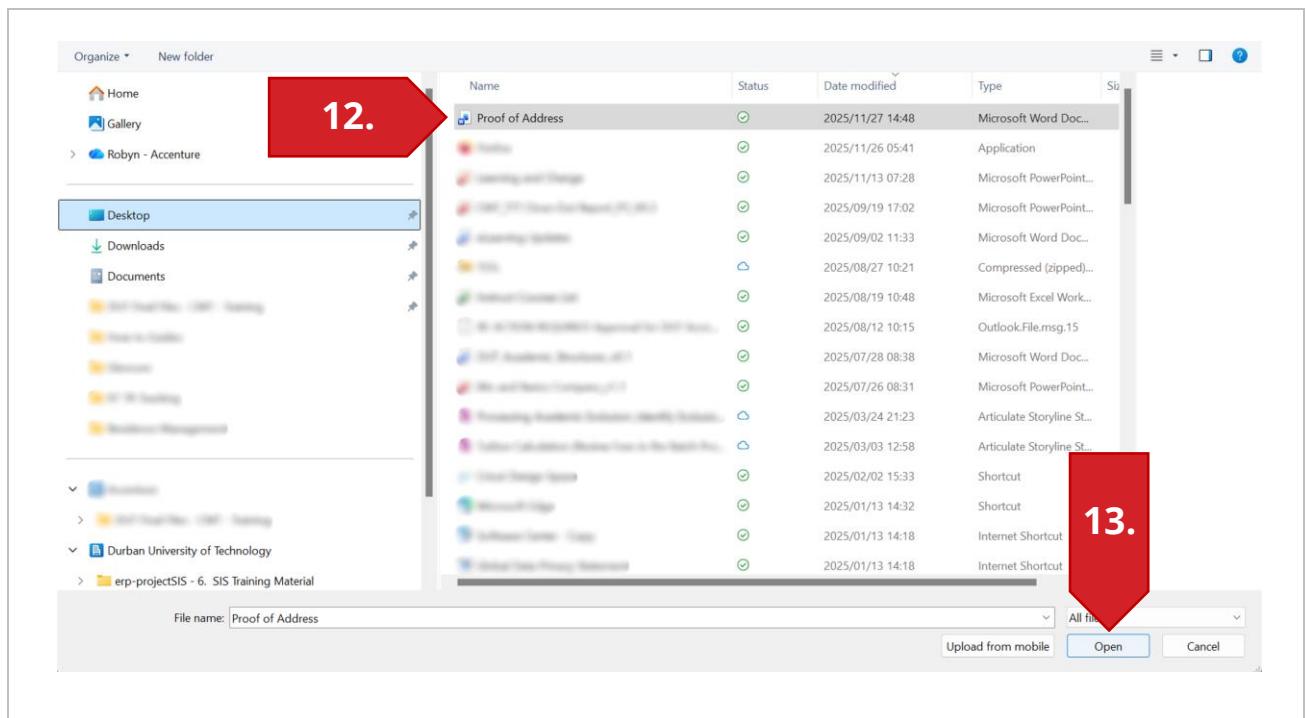
10.

`javascript:submitAction_win6(document.win6,'DU_REF_ATTF_WRK_ATTACHADD$0');`

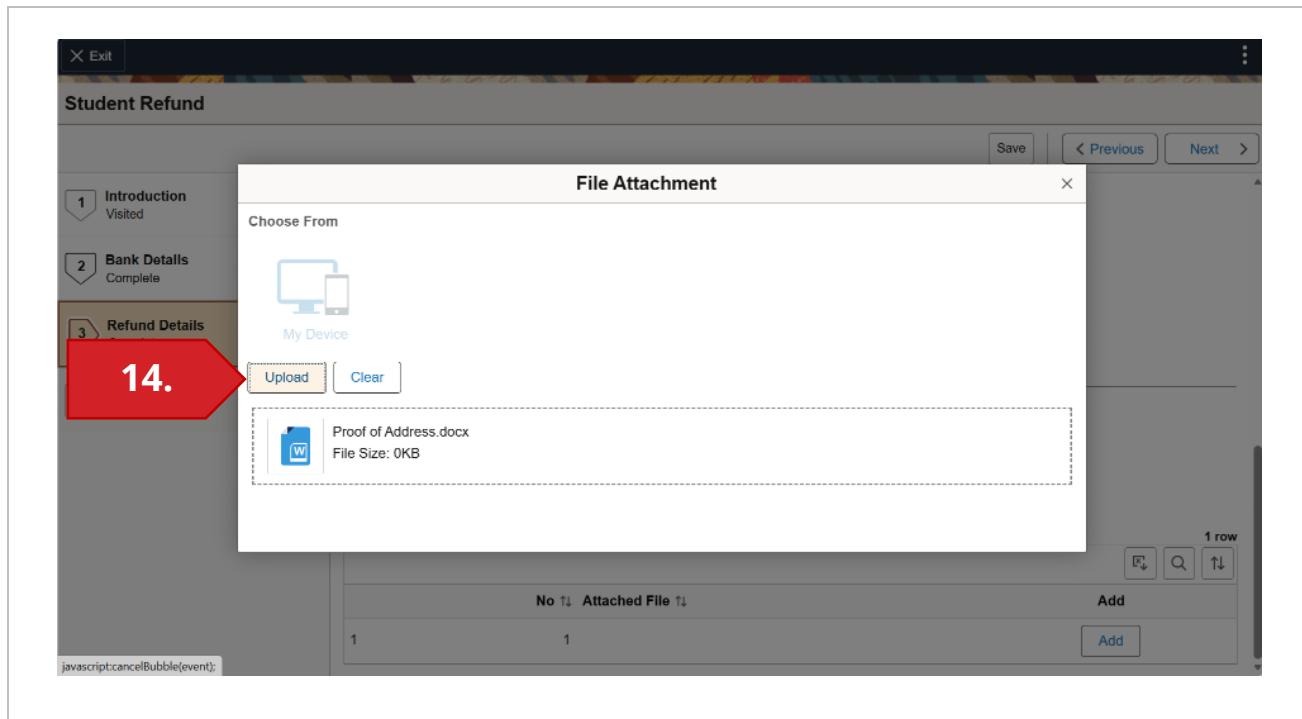
STEP NUMBER	ACTION
10.	Click on the Add button.



STEP NUMBER	ACTION
	Note: The File Attachment window will appear.
11.	Click on the My Device button to access and upload files stored on your personal devices.



STEP NUMBER	ACTION
	<p>Note:</p> <p>Navigate to the designated folder containing the required file, then select and upload the relevant file.</p>
12.	Click on the relevant file to select it.
13.	Click on the Open button to attach the relevant file.



STEP NUMBER	ACTION
14.	Click on the Upload button to upload the relevant file in the system.

Student Refund

1 Introduction Visited

2 Bank Details Complete

3 Refund Details Complete

4 Finish Not Started

File Attachment

Choose From

My Device

Proof of Address.docx
File Size: 0KB

Upload Complete

1 row

No Attached File

1

Add

STEP NUMBER	ACTION
	<p>Note:</p> <p>Once the attached file has finished uploading, the Done button will be enabled and allowing you to proceed to the next step.</p>
15.	Click on the Done button to proceed.

Student Refund

16. Click on the **Save** button.

17. Click on the **Next** button.

Introduction Visited

Bank Details Complete

3 Refund Details Complete

4 Finish Not Started

Recent bank statement where the money will be deposited.
NSFAS

- Bank Statement
- Proof of payment if required
- Authorization Letter from parent/payee or Affidavit if student is claiming they paid
- Student ID/student card
- Parent ID/payee ID applicable when parent paid.

Requested Amount: 1500.000

Comments: Please refund the amount for books.

Refund Status: In Progress

Please upload required documents

No	Attached File	View	Delete
1	1_Proof_of_Address.docx	View	Delete

STEP NUMBER	ACTION
16.	Click on the Save button.
17.	Click on the Next button.

Exit
...

Student Refund

1
Introduction
Visited

2
Bank Details
Complete

3
Refund Details
Complete

4
Finish
In Progress

Page 5 of 5: Finish

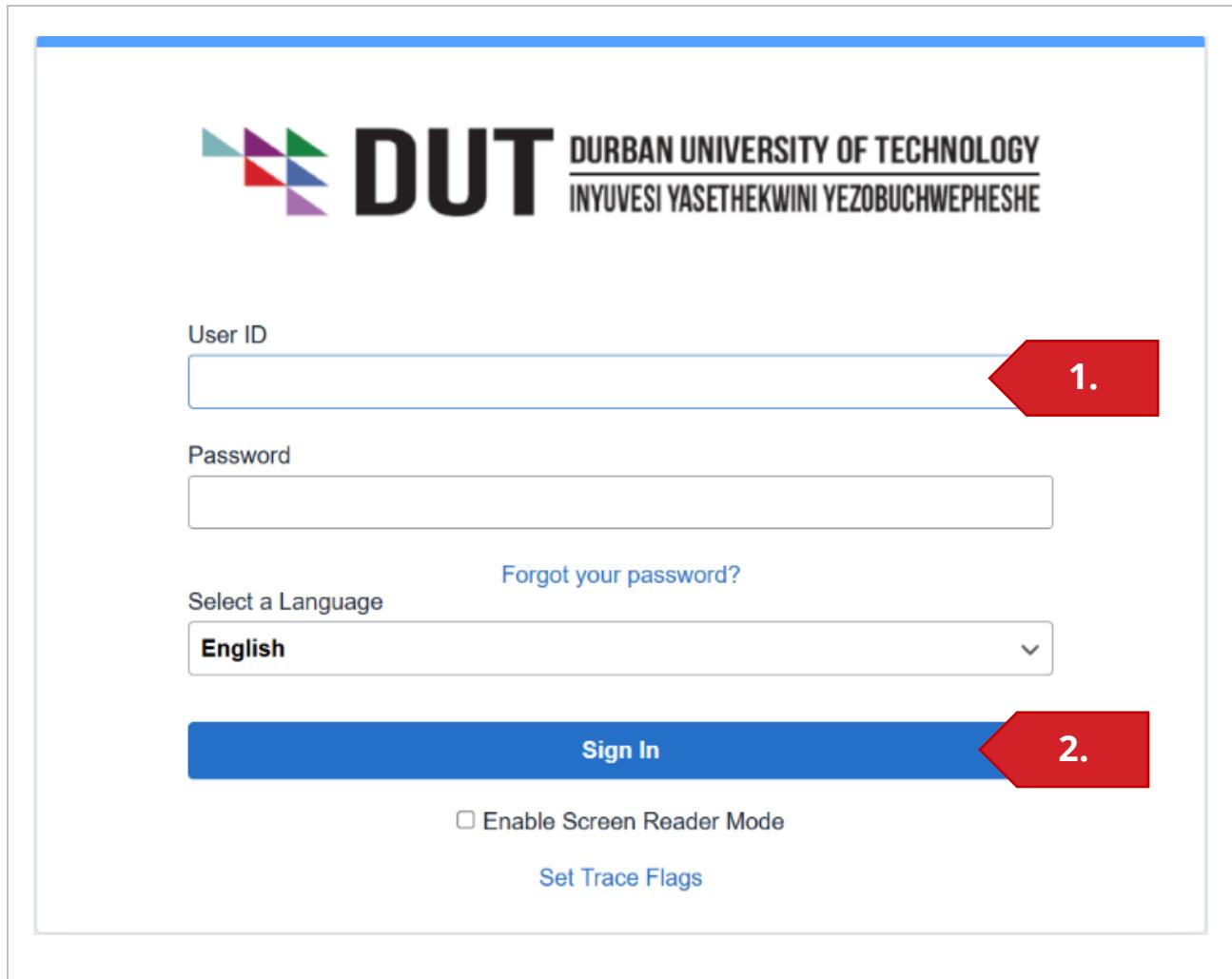
Click the "Finish" button to submit your application. You will receive an email notification once your refund application is approved. Please be informed that once the application is submitted, it will be locked and cannot be modified.

Finish
Previous

18.

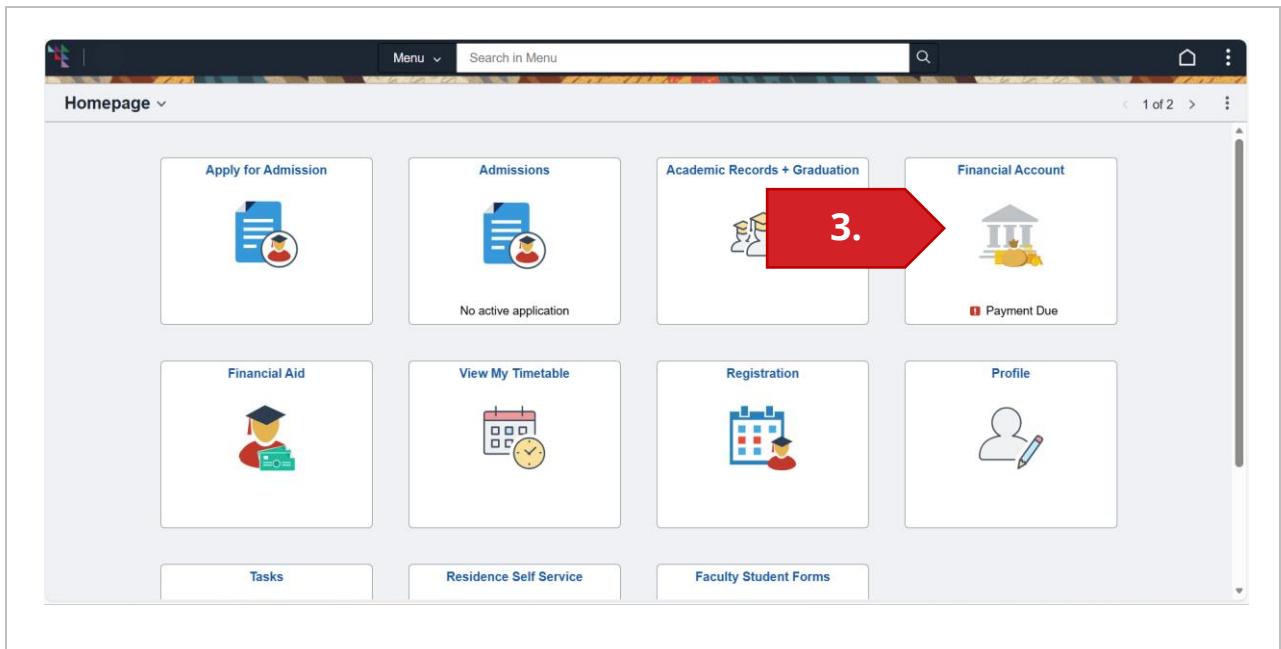
STEP NUMBER	ACTION
	<p>Note:</p> <p>The Page 5 of 5: Finish screen is displayed. This page provides the final step to submit your refund application.</p>
18.	<p>Click on the Finish button.</p>
	<p>Note:</p> <p>After clicking the Finish button, the refund application is submitted and locked, preventing any further changes. An email notification will be sent once the refund application has been approved</p>

6. HOW TO MAKE A PAYMENT



The image shows the Durban University of Technology (DUT) sign-in page. At the top is the DUT logo and the text 'DURBAN UNIVERSITY OF TECHNOLOGY' and 'INYUVE SI YASETHEKWINI YEZOBUCHWE PHE SHE'. Below the logo are two input fields: 'User ID' and 'Password'. To the right of the 'User ID' field is a red arrow pointing left with the number '1.' To the right of the 'Password' field is a red arrow pointing left with the number '2.'. Below the password field is a 'Forgot your password?' link. A 'Select a Language' dropdown menu is set to 'English'. At the bottom is a large blue 'Sign In' button. Below the 'Sign In' button are two smaller links: 'Enable Screen Reader Mode' and 'Set Trace Flags'.

STEP NUMBER	ACTION
1.	Enter your User ID and Password .
2.	Click on the Sign In button.



STEP NUMBER	ACTION
	Note: The Homepage screen is displayed.
3.	Click on the Financial Account tile to access the Account Balance page.

Account Balance

Account Balance
Due Now 131.00
Currency used is Rand

What I Owe

	Charges & Deposits	Pending Financial Aid	Total Due
26,581.00	0.00	26,581.00	
Total	26,581.00	0.00	26,581.00

Currency used is Rand

4.

STEP NUMBER	ACTION
	<p>Note:</p> <p>The Account Balance screen is displayed.</p>
4.	Click on the Student Online Payment tab to access the DUT Student Online Credit Card Payment page.

Student Online Payment

Account Balance
Due Now 131.00
Currency used is Rand

Student Online Payment

Payment History

Current Year Payment Plan

Prior Year Payment Plan

Student Refund

Student Online Credit Card Payment

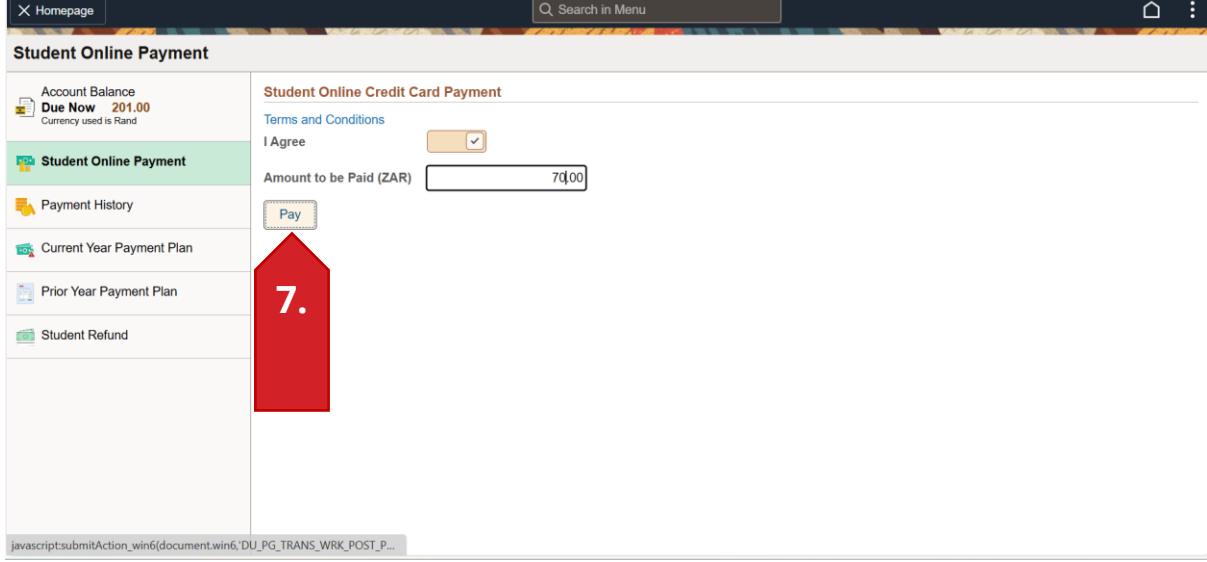
Terms and Conditions

I Agree

Amount to be Paid (ZAR)

Pay

STEP NUMBER	ACTION
	<p>Note:</p> <p>You may click the Terms and Conditions link first to carefully read and understand the information provided before continuing with the process. This ensures that you are fully aware of the terms you are agreeing to.</p>
5.	Click on the I agree checkbox to enabled.
	<p>Note:</p> <p>Click and drag the 0.00 value in the Amount to be Paid (ZAR) field to highlight.</p>
6.	Enter the relevant Amount in the Amount to be Paid (ZAR) field.



Student Online Payment

Account Balance
Due Now 201.00
Currency used is Rand

Student Online Payment

Terms and Conditions
I Agree

Amount to be Paid (ZAR)

Pay

7.

javascript:submitAction_win6(document.win6,'DU_PG_TRANS_WRK_POST_P...

STEP NUMBER	ACTION
	<p>Note:</p> <p>The Pay button, which was previously inactive (greyed out), will now become active and ready for selection.</p>
7.	Click on the Pay button to proceed with the payment process.

The screenshot shows the 'Student Online Payment' interface. On the left, a sidebar lists options: 'Student Online Payment' (selected, highlighted in green), 'Payment History', 'Current Year Payment Plan', 'Prior Year Payment Plan', and 'Student Refund'. The main area is titled 'Student Online Credit Card Payment' and includes 'Terms and Conditions' (checkbox checked), 'Amount to be Paid (ZAR)' (70.00), and a 'Pay' button. A confirmation dialog box is overlaid, reading 'Please confirm that the amount to be paid is R 70.00 (ZAR)' with 'OK' and 'Cancel' buttons. A large red arrow points downwards to the 'OK' button.

STEP NUMBER	ACTION
	<p>Note:</p> <p>A confirmation message will display the amount to be paid, allowing users to verify the details and ensure accuracy before completing the payment.</p>
8.	Click on the OK button to confirm the amount.

Merchant DUT Test Account
Reference DUTPG000000000000450
Transaction Date Thu, 13 Nov 2025 06:18:28 +0200
Amount R 70.00 (ZAR)

Card Holder
 9.

Card Number
 10.

Expiry Date
 11.

CVV Digits
 12.

I've read and accept the [Terms & Conditions](#) 13.

By continuing I hereby give permission for DPO Group and any Third Party commissioned by DPO Group to use Personal Information provided for the sole purpose of processing the requested transaction and conducting necessary fraud and risk screening. 14.

STEP NUMBER	ACTION
	<p>Note:</p> <p>The Card Payment details will be displayed for you to enter your bank account details.</p>
9.	Enter the relevant Card Holder's Name in the Card Holder field.
10.	Enter the relevant Card Number in the Card Number field.
11.	Click on the relevant Expiry Date (Month and Year) field.
12.	Enter the relevant CVV Digits in the CVV Digits field.
	<p>Note:</p> <p>Ensure that all card payment details are thoroughly reviewed and verified for accuracy before proceeding with the transaction.</p>

	It is recommended to click the Terms and Conditions link to review the details and ensure you understand the terms before continuing.
13.	Click on the I've read and accept the Terms and Conditions checkbox to proceed.
14.	Click and drag the vertical scroll bar down to view the details of your confirmed payment transaction.

Card Number

4000000000000002 

Expiry Date

01  2026 

CVV Digits

999 

I've read and accept the Terms & Conditions

By continuing I hereby give permission for DPO Group and any Third Party commissioned by DPO Group to use Personal Information provided for the sole purpose of processing the requested transaction and conducting necessary fraud and risk screening.

Back  Next

15.

payfast by network

STEP NUMBER	ACTION
15.	Click on the Next button.

This is a simulated transaction

Personal Message: Transaction will be approved

Merchant: Test Merchant

Amount: 70.00 ZAR

Card Number: 400000xxxxxx0002

User Name: Test User

Password:

Submit

16.

STEP NUMBER	ACTION
	Note: The transaction is presented and ready for you to submit.
16.	Click on the Submit button.

FW: [External] Payment Confirmation: DUT Test Account

PayGate <noreply@paygate.co.za>
To: Manansala, Arria

Summarize

DUT Test Account 0878202020
connor.netherlands@nework.global

Payment Confirmation

Dear John Doe,
This email confirms that you have successfully made a payment of R70.00 to DUT Test Account

The payment will reflect on your statement as "Durban University of Technology".

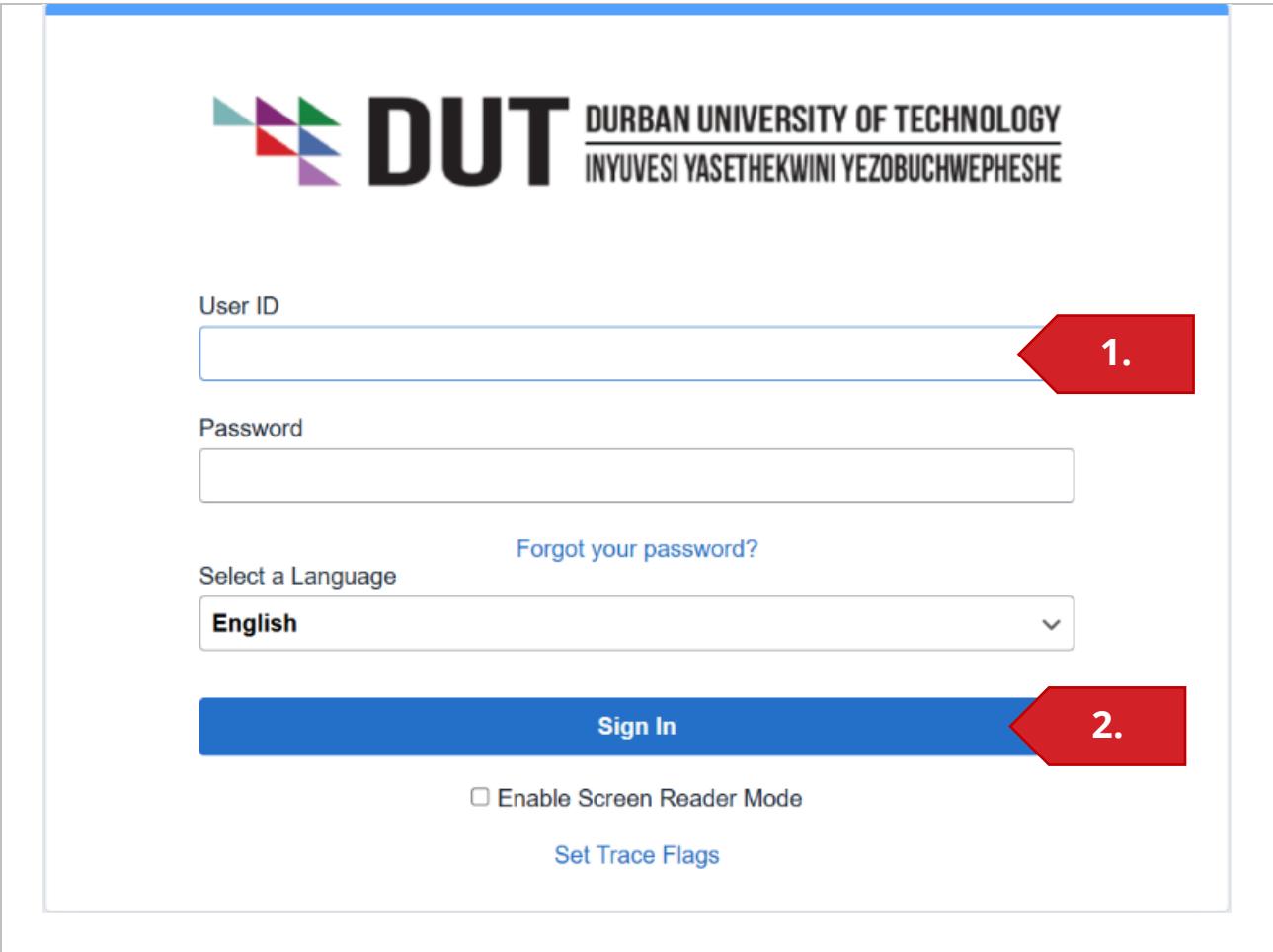
Payment Details
Merchant: DUT Test Account
VAT Registration #: 4450189660
Reference: DUTPO00000000000000450
Transaction Date: Thu, 13 Nov 2025 06:19:20 +0200
Amount: R 70.00 (ZAR)
Payment Method: Visa XXXX-XXXX-XXXX-0002
Auth Code: JVFLK

If you have questions about the status of your purchased item or service, please contact DUT Test Account.

payfast
by network

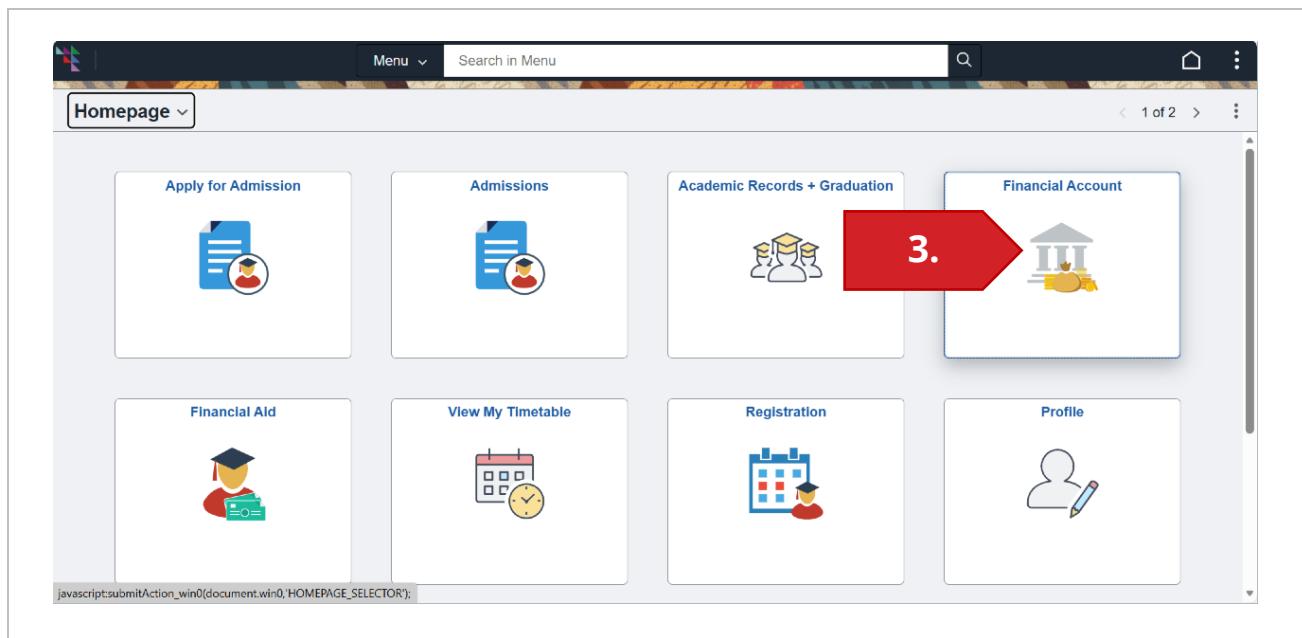
STEP NUMBER	ACTION
	<p>Note:</p> <p>You will receive an email displaying the details of the confirmed payment transaction. The steps outlined above detail the proper and complete procedure for making a payment. Please ensure each step is followed carefully to ensure a successful transaction.</p>

7. HOW TO VIEW ACCOUNT SERVICES CONTACT DETAILS



The image shows the Durban University of Technology (DUT) sign-in page. At the top is the DUT logo and name. Below it are fields for 'User ID' and 'Password', with a red arrow labeled '1.' pointing to the 'User ID' field. To the right of the 'User ID' field is a 'Forgot your password?' link. Below the password field is a 'Select a Language' dropdown set to 'English', with a red arrow labeled '2.' pointing to the 'Sign In' button. The 'Sign In' button is blue with white text. Below the button are links for 'Enable Screen Reader Mode' and 'Set Trace Flags'.

STEP NUMBER	ACTION
1.	Enter your User ID and Password .
2.	Click on the Sign In button.



STEP NUMBER	ACTION
	Note: The Homepage screen is displayed.
3.	Click on the Financial Account tile to access the Account Balance page.

4.

STEP NUMBER	ACTION
	<p>Note:</p> <p>The Account Balance screen is displayed.</p>
4.	Click on the Fee Services Contact Details tab to view the contact information for fee-related inquiries.

X Homepage
Search in Menu
Home
...

Fee Services Contact Details

- Account Balance
- Student Online Payment
- Student Account
- Historic Student Account
- Payment History
- Student Bank Details
- Current Year Payment Plan
- Prior Year Payment Plan
- Student Refund

Student Finance Contact Information

Postal Address 41 MI Sultan Road, Greyville Durban 4000

Email: Debtorsdbn@dut.ac.za
Debtorspmb@dut.ac.za

Website: www.dut.ac.za

Telephone: 031 373 5164/2379

Fee Enquiry And Cashiers Office Hours: Monday to Thursday 8H00 – 16H30 Fridays 8H00 – 15H00

Student Self Help Service: www.dut.ac.za

javascript:DoHome('https://peoplesoftqa.dut.ac.za/psc/psc_sq_6/EMPLOYEE...')

STEP NUMBER	ACTION
	<p>Note:</p> <p>The Fee Services Contact Details screen will be displayed, providing important information such as the Email address, Postal Address, Website, Telephone number and Office Hours. This information can be useful if you have any questions, concerns, or need assistance regarding fee-related matters.</p>

8. CONCLUSION

Navigating DUT student financial services is an essential part of the student experience, and with the **Oracle PeopleSoft Campus Solutions** platform, students are able to manage key financial tasks with ease. From viewing current and historic student account details to maintaining bank account information, submitting student refund requests, making payments, and accessing account services contact details, this guide has provided step-by-step support to help students stay informed, organised, and in control of their financial records.