



Help with PayEase

Note:

- Please do not close the window while we're processing your payment.
- Please do not use blocking pop-up windows while you are paying.
- Please notice that the billing amount might be slightly different from the amount shown on your bank statement because of exchange rate fluctuation.

If you have any other questions, please contact our student service.

Email: service@cucas.cn

VISA (Real-time) Payment Steps:

1. Click on VISA to enter (Global Real-time, fit for VISA validation)
2. Enter "Username, registered VISA card number, Expiration Date (MM/YYYY) and CVV2 code", click on "confirm" to hand in the order and PayEase will connect to your card issuer to check whether your VISA card has been registered 「VISA verification」 service
3. Processing your 3-D Secure Transaction...(connecting to card issuer, encrypting and transmitting)
4. Then a card issuer 「VISA verification」 window pops up. Please check if your personal guarantee information is correct to confirm you are trading with card issuer and then enter and hand in your 「VISA verification」 code.
5. After verification, card issuer will confirm your payment, if it displays successful, the window will skip at once or a new window will pop up to inform of the successful payment.

MASTER (Real-time) Payment Steps:

1. Click on MASTER to enter (Global Real-time, SecureCode verification support)
2. Enter "Username, registered MASTER card number, Expiration Date (MM/YYYY) and CVC2 code", click on "confirm" to hand in the order and PayEase will connect to your card issuer to check whether your MASTER card has been registered 「MASTER verification」 service
3. Processing your 3-D Secure Transaction...(connecting to card issuer, encrypting and transmitting)
4. Then a card issuer 「MASTER verification」 window pops up. Please check if your personal guarantee information is correct to confirm you are trading with card issuer and then enter and hand in your 「MASTER verification」 code.
5. After verification, card issuer will confirm your payment, if it displays successful, the window will skip at once or a new window will pop up to inform of the successful payment.



FAQs

1. How to check the details of your order?

Re-enter information input page, click on "Charge Query", enter the email address you input in the information input page and then click on "Search".

2. What causes the failure of payment?

- 1) Your bank card is out of the area supported by its card issuer;
- 2) Your bank card is not registered for internet banking service;
- 3) Your bank card is expired, invalid or reported for loss;
- 4) Balance is not enough in your bank card;
- 5) Your card number or password is incorrect;
- 6) The data of bank system is abnormal in transmission;
- 7) Connection Failure;

3. What are the possible reasons why payment page is blank or indicates "This page can't be shown properly."?

- 1) Your ie explorer version is too low to support the sufficient intensity of encryption needed to enter the internet banking system. Please check for download methods.
- 2) Limited by network environment or connection mode, maybe caused by network operators. If possible, change another connection mode or network environment.
- 3) Instant connection failure, try to refresh the page; if it doesn't work, may be for the cache setting in your explorer. Please select "Tool" from IE Menu and then select "Internet Option" and then click "Delete Cookies" and "Delete files" to clear temporary files.

4. How to determine the payment is successfully made?

In a normal situation, after you enter cardholder information and submit the form, if payment is successful, the result will be shown on the page. But, if the page is slow to display because of unstable network or other reasons, students can enter "expense inquiry" to check for payment.

5. If you have any other questions, please contact our student service.

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