

Online registration and 'Payment of Fees'

Extra security measures require that you complete the details below before processing your payment.

At the step 'Payment of Fees' as per the example below.

If the details highlighted in yellow do not match those provided by the cardholder to the bank the payment may not be processed.

Where mobile banking applies please ensure that the **cardholder's** mobile number is provided in the relevant box and that the cardholder is available to approve the payment.

Errors could also be because the cardholder hasn't registered relevant details with their bank or has changed their mobile number.

The screenshot shows a payment form with the following fields and notes:

- Amount To Pay (EUR):** 1380 (highlighted in red)
- Card Holder Name:** [Empty field]
- Payment Type:** Fee Account Payments (dropdown)
- Note:** Strong Customer Authentication (SCA) brings changes to fight fraud and make card payments more secure. To ensure this, it is now required that the Card Holders details need to be submitted with each payment made. Please ensure that all the details as required below are supplied before selecting "Pay Now".
- Card Holder E-mail Address:** [Empty field, highlighted in yellow]
- International Country Code:** 353 (dropdown)
- Mobile Phone Number:** [Empty field, highlighted in yellow]
- Address Line 1:** [Empty field, highlighted in yellow]
- Address Line 2:** [Empty field, highlighted in yellow]
- Address Line 3:** [Empty field]
- City:** [Empty field, highlighted in yellow]
- Postal Code/EIRCODE:** [Empty field, highlighted in yellow]
- Country:** Ireland (dropdown)
- Note:** If the address supplied above is not in Ireland, use the List function to select the country related to the address.
- Check that the amount in the box above is correct before clicking 'Pay Now'**
- Pay Now:** [Button, highlighted in red]

A blue arrow points from a note box to the City field:

Note: At City – please only input where there is a city in the details with the bank. ie populating suburb/town here may cause the transaction to fail.

What to do if payment does not process?

1. Check the 'E-Payment History' to confirm that your payment has not been processed.



Check that the data input above is correct, check that the mobile number given is that to which the approval notification is set up for.

Attempt the payment again. If payment error again or you do not think payment was processed, then check 'E-Payment history'.

If there is no record of payment, then please ring our helplines immediately.

Helplines 021 4901808/4901807/4901809.

