

## IMPORTANT INFORMATION ABOUT YOUR INVOICE

Invoices are issued at the start of every month and contain fees and charges for that month; the invoice payment is due at the end of that month. Invoices are sent electronically to your Monash student email account.

It is important to note that the amount you need to pay usually changes every month. You are charged a daily rate depending on the number of days in each month. For example – June has 30 days, so you are charged 30 days by the applicable accommodation rate.

If you are due to receive a credit in rent or for other reasons, the credit amount will be included on your invoice and deducted already from the amount you need to pay.

From time to time, you may receive a credit memo that is separate to your invoice. In this instance, please deduct the credit total from your invoice total and then only pay the balance.

If you are unsure of what amount you need to pay, please contact the Admissions Office between 8.30am and 6pm Monday till Friday or via email at [mrs.admissions@monash.edu](mailto:mrs.admissions@monash.edu)

If you are making payment via your credit card using the Internet option available on your invoice, go to [www.adm.monash.edu.au/finance/invoice](http://www.adm.monash.edu.au/finance/invoice).

The screenshot shows the 'Payment of Fees' page on the Monash University website. The page title is 'Online Payment of Monash Tax Invoices'. Below the title, there is a 'Purpose' section stating: 'To allow on-line payment of Monash tax invoices by students and other debtors.' A note below that says: 'We only accept payments from MasterCard and Visa credit and debit cards'. The main form contains the following fields: 'Reference Number', 'Card Number', 'Card Verification Number', 'Card Expiry Date' (with dropdowns for month and year), and 'Amount (\$AUD)'. There are 'Make Payment' and 'Clear Details' buttons. Below the form are logos for MasterCard and VISA. The page also features a navigation bar with links like 'Monash home', 'About Monash', 'Faculties', 'Campuses', 'Contact Monash', and a search bar.

**This is where you enter your credit card number.**

**Turn your credit card over.**  
There is a row of numbers – the last 3 numbers is your Card Verification Number

**Enter the payment amount.**  
If you have received a credit memo along with your invoice – make sure you deduct the credit amount from your invoice total and then only enter the balance amount.

**This is your invoice reference number and is attached to your Student ID. The reference number changes every month. It is **extremely important** that you use the correct reference number when paying your bill. Make sure when entering the reference number you do not copy and paste it or enter any spaces; it won't work and you will be advised that the reference number is invalid.**

MONASH RESIDENTIAL  
MONASH UNIVERSITY  
VICTORIA 3800  
AUSTRALIA

## TAX INVOICE

ABN No 12 377 614 012

An invoice is a bill sent by the supplier (MRS) to the user (resident) indicating the services and charges to be paid by the user (resident).

Resident Name  
Name of Hall  
1-131 Wellington Road  
CLAYTON VIC 3168  
AUSTRALIA

Your name and address can only be updated by logging in to WES through your Monash Portal

Telephone +61 3 9905 6200  
Fax +61 3 9905 6430

Account No **12345678**

This is your Student

Date 04/06/2012

MRS Unique identification number used by MRS

**INVOICE** **456123**

ROOM NH 228

| Quantity/Description  | GST Exclusive | GST  | Total Amount  |
|---|---------------|------|---------------|
| CL NH Con 01-Jun-12-01-Jul-12   | 892.50        | 0.00 | 892.50        |
| <p>This is the period from 1<sup>st</sup> June until 1<sup>st</sup> July being charged – accommodation for 30 nights at the appropriate daily rate depending on the type of accommodation. Each month your invoice balance will be different depending on the number of days in the month.</p>  |               |      |               |
| <p>This is your invoice reference number and is attached to your Student ID. The reference number changes every month. It is <b>extremely important</b> that you use the correct reference number when paying your bill. Make sure when entering the reference number you do not copy and paste it or enter any spaces – it won't work.</p> |               |      |               |
| <p>Your invoice MUST be paid by this date.</p>  |               |      |               |
| <p>This is the total amount that needs to be paid. If you also receive a credit memo – deduct the credit note total from the invoice total and then only pay the balance.</p>   |               |      |               |
| <b>TOTALS \$</b>  | 892.50        | 0.00 | 892.50        |
| <b>TOTAL AMOUNT IS NOW PAYABLE</b>  |               |      | <b>892.50</b> |

SPECIFIC ENQUIRIES REGARDING THIS INVOICE

Non payment of this invoice by 30.06.2012 will be dealt with in accordance with the Terms and Conditions in your Tenancy/Residency Agreement

CONTACT NAME ADMISSIONS OFFICER PHONE 99056200

**PAYMENT OPTIONS:**

REFERENCE NUMBER FOR ALL OPTIONS IS: **1100 2366 7412 3456 780**



Billers Code: 47332

Call your Bank, Credit Union or Building Society; quote the Biller Code and enter your reference number to make this payment from your cheque, savings or credit card account.

Resident Name  
Name of Hall  
1-131 Wellington Road  
CLAYTON VIC 3168  
AUSTRALIA

Please do NOT send credit card information via fax or email as it is not secure.

Via the internet Credit card payment only. Visit [www.adm.monash.edu.au/finance/invoice](http://www.adm.monash.edu.au/finance/invoice) Select "Invoice Payments". Enter reference number, credit card details and amount.

Date 04/06/2012

Via the telephone Credit card payment only. For payments made in Australia call 1800 887 177 and follow the voice prompts. Callers from Overseas, dial (International code) +61 2 9087 7936 and follow the voice prompts.

Account **12345678**

Invoice **456123**

Via the Post Remittance Advice (please detach and return with payment). Cheques to be made payable to Monash University. Forward to: Cashier, Building 10, Monash University, Victoria 3800, Australia.

Amount \$ 892.50

You can pay your bill a number of ways. Please turn over for step by step instructions on how to pay via the Internet.