

FAQ: PAYMENT

1. Queries regarding HECAS can be emailed to ask.hecas@moe.gov.bn. Please provide your full name, IC number, phone number and a brief description of your problem/issue so that we can assist you.

2. What happen after I submitted HECAS Online Form?
 Ans: You will receive an email with HECAS Bill attached.

**JABATAN PENGAJIAN TINGGI
KEMENTERIAN PENDIDIKAN**
 Tingkat 5, Blok B
 Jalan Lapangan Terbang Lama,
 Berakas BB3510
 Negara Brunei Darussalam



BIL KERAJAAN
Government Invoice

Rujukan Bil / Bill Reference : BBCCA-2279-GMFB-0317
(BILANG BAKSI - BUKAN BIL) SETERA ANGGARAN PERKHIDMATAN INTERNET BANKING (BAKSI - BAKSI TERKINI)

Tarikh / Date : 28 May 2024

Kepada / To : IC No. [REDACTED]

Perkara / Ext. Ref. : [REDACTED]

Keterangan / Description : [REDACTED]



Bil. No.	PERKARA PARTICULARS	KUANTITI QUANTITY	HARGA PRICE	JUMLAH (BND) AMOUNT
1	Pendaftaran mealalui Higer Centralised Admission System (HECAS) bagi 5 subjek	1	\$20.00	\$20.00
JUMLAH KESELURUHAN BIL (BND) <small>TOTAL INVOICE AMOUNT</small>				\$20.00
BAKI TERKINI (BND) <small>CURRENT BALANCE</small>				\$20.00

MAKLUMAT:

- RESIT BAKSI AKAN DIELUARKAN SETELAH BAYARAN DITERIMA. MANAKALA RESIT BAKSI PEMBAYARAN MELALU PERBANKAN AKAN DIELUARKAN DI HARI BERKUTNYA.
- RESIT YANG TELAH DI KELUARKAN TIDAK BOLEH DIUBAH ATAU DIBATALKAN SELEPAS TUTUP WAKTU KAUNTER.
- SILA PASTIKAN NAMA AKUN BAGI PEMBAYARAN ATAS TALIAN ADALAH BETUL.

ANNOUNCEMENT:

- AN OFFICIAL RECEIPT WILL BE ISSUED AFTER PAYMENT IS RECEIVED. MEANWHILE THE OFFICIAL RECEIPT OF PAYMENT THROUGH INTERNET BANKING WILL BE ISSUED ON THE FOLLOWING DAY.
- THE RECEIPT THAT HAS BEEN ISSUED CANNOT BE CHANGED OR CANCELLED AFTER THE COUNTER HOURS CLOSE.
- PLEASE MAKE SURE THE ACCOUNT NAME FOR ONLINE PAYMENT IS CORRECT.

3. How much do I have to pay?
 Ans: The fees are based on the number of programmes selected as stated below:

No .of Programmes	Fee
1	\$5
2	\$10
3	\$15
4-5	\$20

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4. When should I pay?

Ans: You need to pay after you submit your completed or incomplete HECAS Online Form and before the closing date of HECAS.

5. Where can I pay the charges?

Ans: You can settle overdue payments upon HECAS registration through BIBD Mobile Application or by cash at the payment counter located at:

5.1 Counter 8 (Cash and Revenue Unit), Ground Floor, Block C, One Stop Service Centre, Ministry of Education;

5.2 Your nearest BIBD payment counter.

6. What do I need to bring if I choose to pay in person/ pay cash?

Ans: If you wish to pay at the counters, **you must bring your identity card, printed HECAS Bill and printed HECAS Online Form** when making payments. All cash payments must be made at the designated payment counters before the closing date of HECAS. Full amount must be paid for the application to be processed.

7. How do I make payment using the BIBD Mobile Application?

Ans: You must have a BIBD account and access to the BIBD Mobile Application. On the application, select "Payment Services/Donations" and then select "MOE – JABATAN PENGAJIAN TINGGI". Further detailed instructions are available on the 'GUIDELINES' link.

8. How do I make payment BIBD Counters or MOE Counter?

Ans: **You must bring your identity card, printed HECAS Bill and printed HECAS Online Form** when making payments. Further detailed instructions are available on the 'GUIDELINES' link.

9. What happen after I make payment?

Ans: It will take 3 WORKING DAYS for the payment status to be updated in HECAS. A HECAS Receipt will be emailed and your HECAS Online Form will be updated.

10. What should I do if my HECAS Online Form shows an outstanding balance?

Ans: If the status is not updated after the 3 working days period, please email ask.hecas@moe.gov.bn and provide the followings:

10.1 Your full name;

10.2 IC number;

10.3 Phone number; and

10.4 A screenshot of your payment/ receipt.

11. I have added another program in Section C of HECAS Online Form, how much should I pay?

Ans: You only need to pay the additional fee as indicated in the Outstanding Balance in the HECAS Online Form.

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12. I have removed a program(s) in the Section C of HECAS Online Form, which I have already paid for. Can I get a refund?

Ans: All payments made either through online payment or cash are NON-REFUNDABLE. Applicants are advised to be cautious when making payments. Any appeals regarding payments will NOT be entertained.

13. What I should do if I do not receive HECAS Receipt?

Ans: If your receipt is not generated, please email to ocbs-support@treasury.gov.bn or contact via 2383444.

14. Do I need to email my BIBD payment screenshot?

Ans: No, you do not need to submit your BIBD payment screenshot to ask.hecas@moe.gov.bn.

Prepared by:
Higher Education Department, HiED
Ministry of Education
28 July 2024