THE LEARNING LAB
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Payment with AXS

How can I make my payment with AXS?

- AXS Kiosks island wide
- AXS e-Station
- AXS m-Station

AXS Kiosk

How do I make payment via AXS Kiosk?

Select the "Education" tab and click on "The Learning Lab" logo.

Which bank cards are accepted at the AXS Kiosk?

The AXS stations accept chip-based ATM/debit cards from the following banks:
- Citibank*
- DBS Bank/POSB
- HSBC **
- Maybank
- OCBC
- Standard Chartered
- UOB

*Citibank ATM (Visa Plus) card is no longer accepted at the AXS stations.

Citibank VISA debit card is accepted on all AXS stations.

** The following HSBC ATM cards are not accepted at the AXS stations.

These HSBC Debit cards are accepted at all AXS stations.

AXS e-Station | AXS m-Station

How do I make payment via AXS e-Station?

Go to https://e-station.axs.com.sg. Select "The Learning Lab" under "eServices" tab

How do I make payment via AXS m-Station?

You can download the app from App Store (iOS platform) or Google Play (Android platform) by searching "AXS Payment".

Is AXS m-Station available for both smart phone and tablet?

Yes, they have customised apps for both smart phone and tablet.

Do I need to pay to use the services on AXS e-Station and m-Station?

No, the services provided are FREE.

What are the mode of payments for AXS e-Station and m-Station?

The following mode of payments are accepted:

• eNETS
• DBS PayLah!
• DBS/POSB MasterCard Debit Card
• Masterpass
• Mastercard Debit/Credit Card

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While making payment using eNETS, I encounter a screen to request for me to temporarily disable my pop-up blocker. Can I still proceed with payment if I do not disable my pop-up blocker?

You might encounter an error message and the transaction won't be able to complete successfully if the pop-up blocker is not disabled for AXS websites.

General Enquiry

What are the information required to make payment at AXS stations?

The fields required are:
- Invoice Number / Quotation Number
- Household ID
- Email Address
- Parent's Mobile Number
- Amount

I have encountered certain errors when making payment, what should I do?

a) Invalid Invoice Number

This might be due to the number of alphanumeric keyed in wrongly. There should only be maximum of 12 alphanumeric characters in the invoice field.

b) Invalid Household ID

It should not contain any special characters.

c) Invalid Email Address

Maximum characters allowed for this field is up to 50 characters.

d) Invalid Mobile Number

Mobile number should start from either "8" or "9".

e) Invalid Amount

For payment at AXS Kiosk, maximum amount per transaction is $3,000. If the invoice amount is above $3,000, please pay via multiple transactions.

For eNETS via e-Station & m-Station, the maximum payment amount is either $9999.99 or the daily transaction limit set up by you or the default set by the Bank.

For DBS/POSB MasterCard debit card via e-Station & m-Station, the maximum payment amount is either $9999.99 or your bank account balance, whichever is lower.

For DBS PayLah! via e-Station & m-Station, the maximum payment amount is either the default transfer limit of $999 or the limit you have set (maximum limit at $999).

For MasterPass and MasterCard via e-Station & m-Station, the maximum payment amount is either <u>$9999.99</u> or your credit limit, whichever is lower.

f) <u>What if I try to remove my chip-based ATM/debit card from the card reader during the payment process?</u>

The card should be left inside the card reader during the entire payment process until instructed to remove. If it is removed during the process, there might be failure in detecting chip-based ATM/debit card, and your transaction will be cancelled.

What are the differences between the modes of payment?

- **eNets**
  - allows Internet Banking users to make payment using their bank accounts.
  - available to DBS Bank/POSB, OCBC Bank, UOB, Citibank and Standard Chartered Internet Banking users.
  - Users are required to authenticate themselves using Internet Banking User ID, PIN and one-time password (OTP) from either security token or SMS.

- **DBS PayLah!**
  - a personal mobile wallet which allows users to perform funds transfer via a mobile number.
  - available to both DBS/POSB and non-DBS/POSB customers.
  - Users are required to have the DBS PayLah! app installed on their smartphone and a wallet account being registered before making payment on AXS e-Station.

- **DBS/POSB MasterCard Debit Card**
  - a payment card which allows you to make payment online with the funds directly deducted from your designated bank account.
  - Users are required to authenticate themselves with debit card number, expiry date, CVV number and OTP.

- **Masterpass**
  - a free digital wallet service that allows you to pay with any payment card, anywhere using any connected device.
  - Your payment information is stored in one central, secure location.
  - Users are required to register for a wallet account before making payment on AXS e-Station.
  - Only <u>Singapore-issued MasterCard debit and credit card</u> stored in MasterPass wallet can be used to make payment on AXS e-Station.

- **Mastercard Credit Card**
  - a payment card which allows you to make payment online on credit.
  - Users are required to authenticate themselves with credit card number, expiry date, CVV number and OTP.
  - Only <u>Singapore-issued MasterCard credit card</u> can be used to make payment on AXS e-Station

Will I receive a receipt after my completed transaction?

For payment via AXS kiosk, at the end of every successful transaction, a receipt will be printed for your own reference.

For payment via e-Station, you can choose to receive an e-receipt of your successful transaction by entering your email address on the payment summary page or transaction successful page.

Alternatively, you can print a physical copy of your successful transaction using the printer-friendly function (located at the top right) at the transaction successful page.

For payment via m-Station, you can choose to receive an eReceipt of your successful transaction by entering your email address at the Payment Summary page, or set up your email address at "Settings".

What if the printer at AXS kiosk ran out of paper, can I still make payment?

The station will prompt users if they wish to proceed with transaction even though the printer ran out of paper. Upon successful transaction, user is able to view the following page.

Will I receive an e-receipt should the printer run out of receipt paper?

There will not be any e-receipt sent, should the printer run out of paper.

I wish to check if my transaction has gone through successfully. How do I go about doing it?

Upon successful payment, Parents will receive a print out of the receipt. Should there be any concerns with regards to the transaction, please call in to AXS hotline 6560 2727 to enquire.

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For payment via m-Station, you will see a transaction successful screen and receive an eReceipt for the transaction via email (if email is being set-up).

If your payment is not successful, you will see a transaction unsuccessful screen. Follow the on-screen instructions to make your payments again.

Who should I contact should there be any discrepancies with my transactions?

Should you encounter any discrepancies, please contact AXS customer service at 6560 2727 (8am - 10pm daily).

Please provide the following information to the customer service officer to facilitate your transaction inquiry.

Transaction date and time
Amount paid
Billing organisation paid to
Payment channel

Will TLL be able to receive my transaction immediately?

It will take about 3 working days for TLL to receipt the payment into the system.