

## UPI PAYMENT GATEWAY-INSTRUCTIONS

### **Device compatibility?**

Kindly fill the application using Desktop computer/Laptop/Tab but not with Mobile/Handset. Only few models of handsets access the payment form followed by you can pay and you won't face any problem in such type of models.

### **Specifications must be followed during payment process:**

**Name:** Only letters, apostrophe, space and dot are allowed (Minimum 3 characters and maximum 55).

**Invoice No:** UPI will communicate you with INVOICE NUMBER and you just specify that in the column.

**Institute/College/University/Company Name:** Only letters, hyphen and dot are allowed.

**Address Line 1:** you can write door number/street name/anything you wish (Minimum 2 characters and maximum 50 characters).

**City:** Only letters, hyphen and dot are allowed (Minimum 1 character and maximum 30 characters).

**State:** Only letters, hyphen and dot are allowed (Minimum 1 character and maximum 30 characters).

**Country:** Only letters, hyphen and dot are allowed (Minimum 2 characters and maximum 50 characters).

**Pin/Zip code:** Numbers and letters allowed (Minimum 1 character and maximum 15 characters).

**Email:** Must write the valid mail id (Shouldn't more than 65 characters).

**Contact Number:** Only numbers are allowed and you just give country code, if you know but don't give '+' or any symbol' (Minimum 4 character and maximum 22 characters)

**GST:** If you have the GST, then you can specify here. If you don't have, then leave it.

**Is there anything else you would like us to know?** You can express anything here that you would like us to know, if anything missing information in this application.

### **Note:**

1. You can give **single space** between the words or letters but should not give double space between two words or letters.
2. Strictly follow the above guidelines. Otherwise it shows **"Security Error. Illegal access detected."**

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3. If you find "**Security Error. Illegal access detected**" when you click on proceed to pay button, which indicates that you may not followed the specifications in the form (Follow the above guidelines).
4. If both personal and billing information are different then **don't select** the option personal information is same as the billing information.
5. **If both personal & billing information are same:** After filling of Personal information, if applicant selected the personal information is same as the billing information. After filling of both sections, in some cases, applicants may change the personal information and applicant would like to have same information under billing information, again deselect the option "Personal information is same as the billing information" followed by select the option. Then the both information are updated. If you failed to do this, then you can expect the response from payment gateway that **Security Error. Illegal Access Detected**. The reason for this issue is **you selected an option indicates the personal information is same as the billing information** but later you changed the personal information causes mismatching of information in billing information.
6. Sometimes credit or debit cards or internet banking (Old cards or due to some other reasons) may not work in our payment gateway. In such cases, select the wallets option-choose the wallet of your wish-proceed to pay, where your credit/debit cards/internet banking may work.
7. Even after following the above guidelines, if you face any issue / problem, kindly let us know we guide you or we can provide you with another payment option.