

### **DIBRUGARH UNIVERSITY**

# **Instructions for making payment through State Bank Collect**

Please Follow the Instructions given below for making your fee payments to Dibrugarh University through SB Collect using Internet Banking, Debit Card/Credit Card or UPI.

#### Steps to be followed:

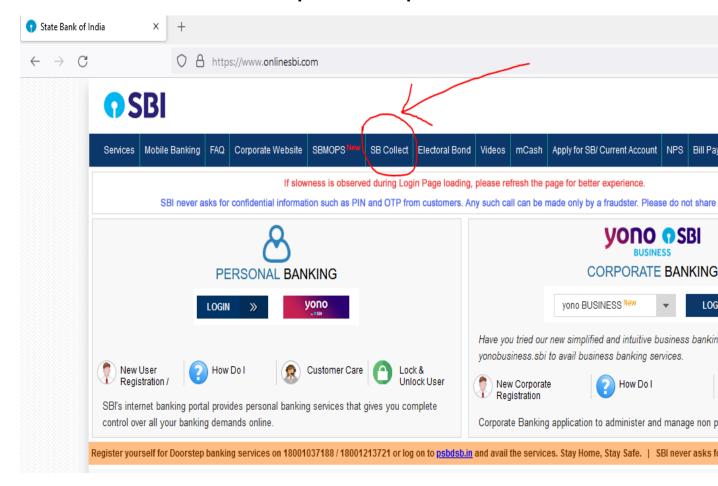
- Access <a href="https://www.onlinesbi.com">https://www.onlinesbi.com</a>
- Click on **SB Collect**.
- Click Checkbox to accept 'Terms & conditions' and then click on 'Proceed'.
- Select State of Institution as 'Assam'.
- Select Type of Institution as 'Educational Institutions' and click on 'Go'.
- Select the Name of the institution as "Dibrugarh University". (Just typing 'Dib' will display the University name). Click on "Submit".
- Select the **payment category** from the available options.
- On the next screen a form will be displayed, where you have to enter some information like Name, Mobile No, Email id etc. After filling up the form click on "Submit"
- On the next screen, verify the details and click on 'Confirm'
- On the next screen, select the appropriate "Mode of Payment" from the various options like Net Banking, Debit Card, UPI etc.
- Now you will be taken to the corresponding online payment page where you can **pay online** providing the required details.
- After successful payment, **print/save the receipt** for your record.

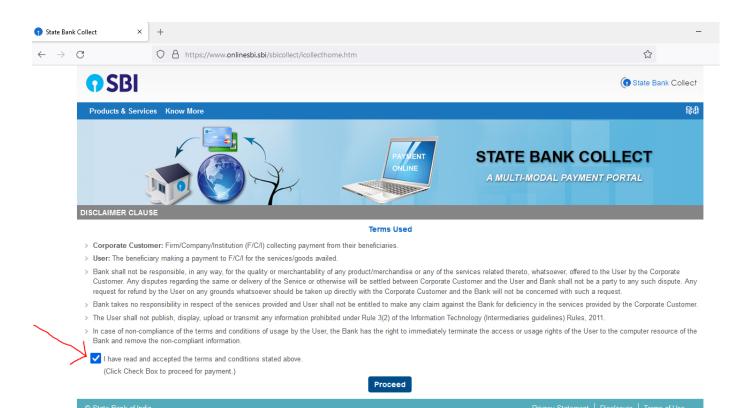
**Please Note:** Before making online payment, you should know the SINGLE TRASACTION LIMIT as well as DAY TRANSACTION LIMIT of your Debit card/Credit Card/Internet Banking/UPI facility. If the amount to be paid through SB Collect is more than the limit, the transaction will not be successful.

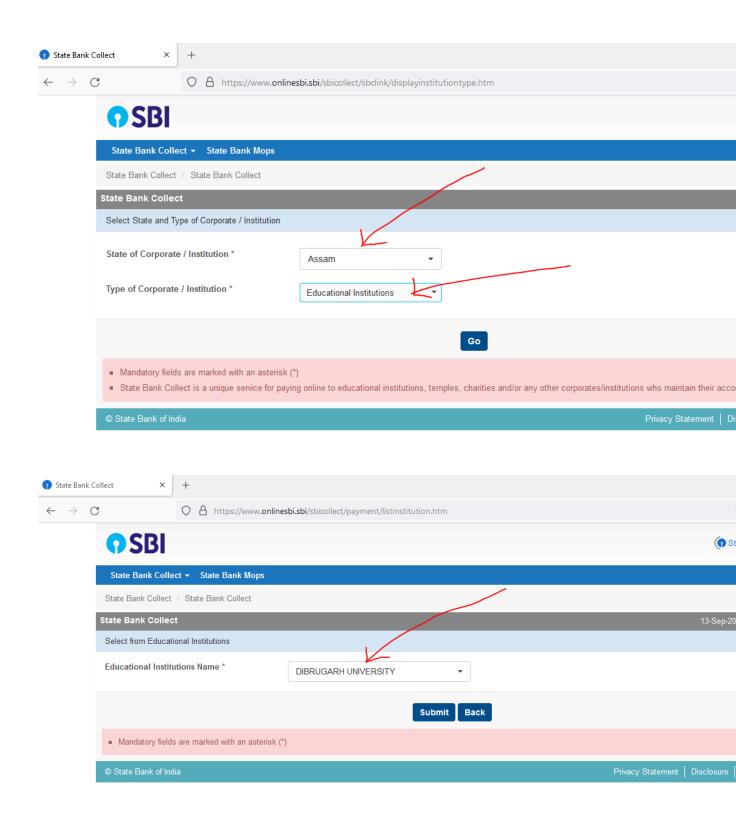
### In case of transaction failure

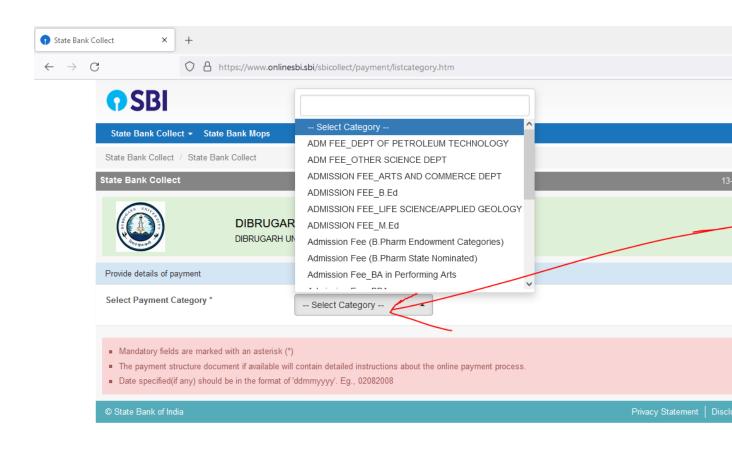
If money is deducted from your account and SB collect payment shows message that Transaction not successful or Transaction failure, please take up the matter with the following email IDs: inb.cinb@sbi.co.in and sbcollect@sbi.co.in . Please, preferably lodge online complaint on Toll Free Customer Care Contact Number with your Bank (take down the Complaint Ticket Number and also forward formal email quoting that Ticket Number to Customer Care email ID of that Bank). During lodging complaint please use the words / terms as "CHARGE BACK COMPLAINT".

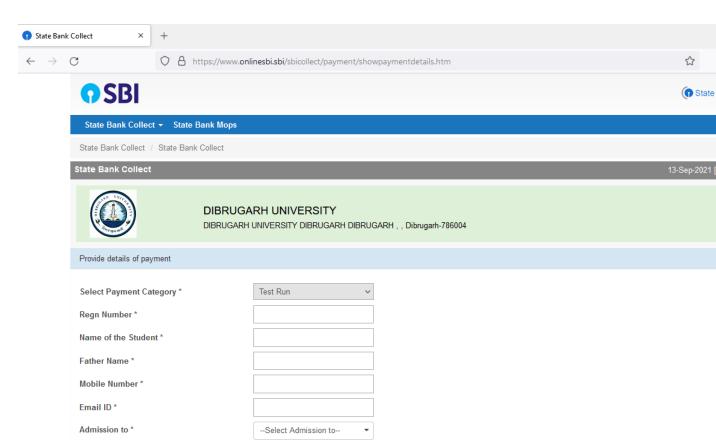
## **Screenshots of the Steps for a Sample Transaction**

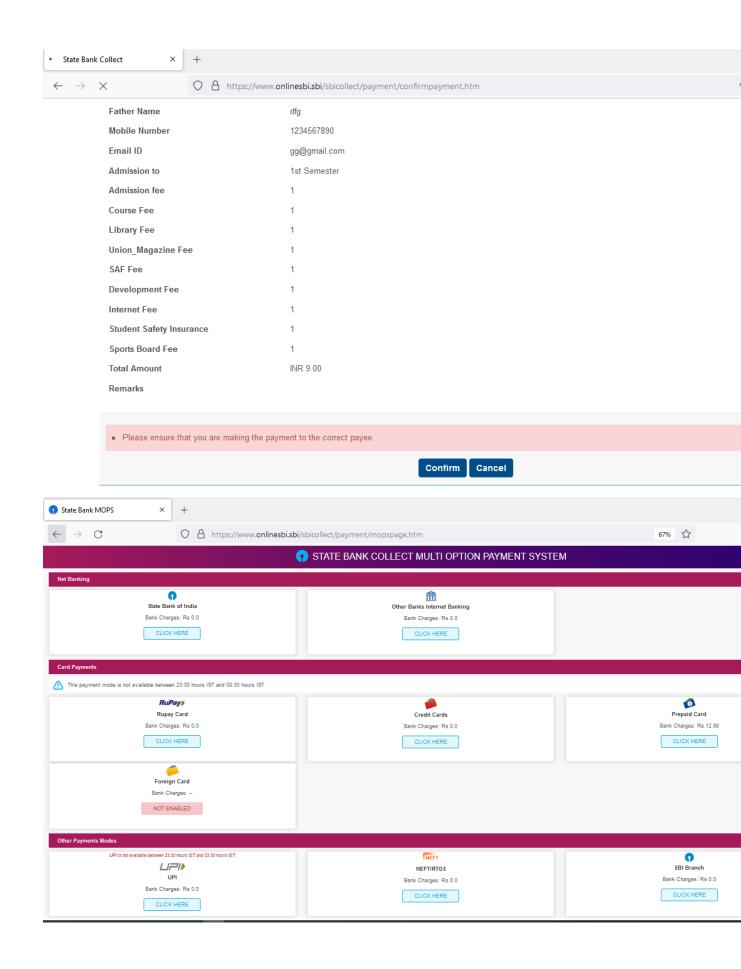






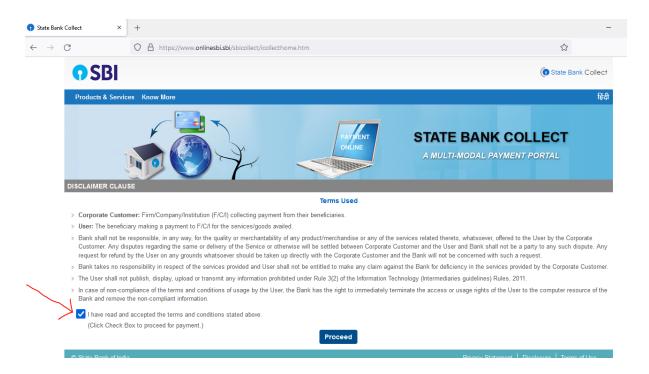




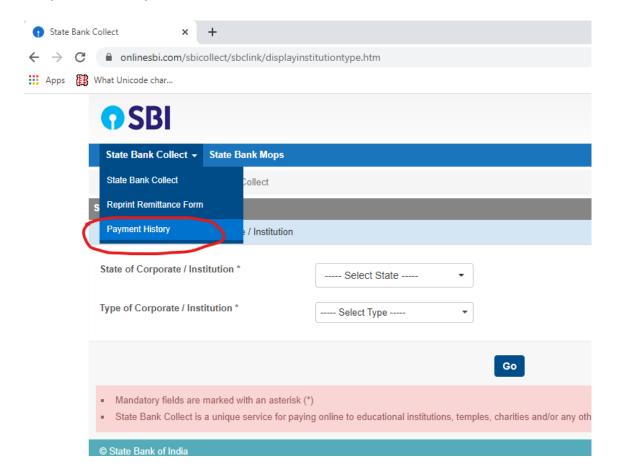


# **Steps to Reprint Payment Receipt or Check Payment Status**

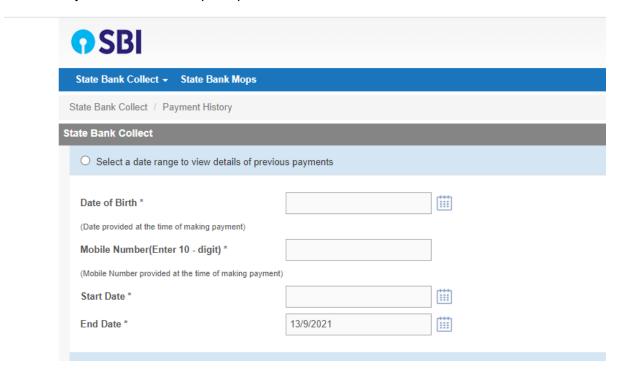
• Go to SB Collect and Click "Proceed"



 Bring your cursor to State Bank Collect, a drop-down menu will appear. Click on "Payment History".



Fill your details in the space provided and click on "Go".



• On the next screen, you will come to know your payment status of the previous transaction(s) and if the status is "PAID", you can reprint a receipt.

