

How to update my card details

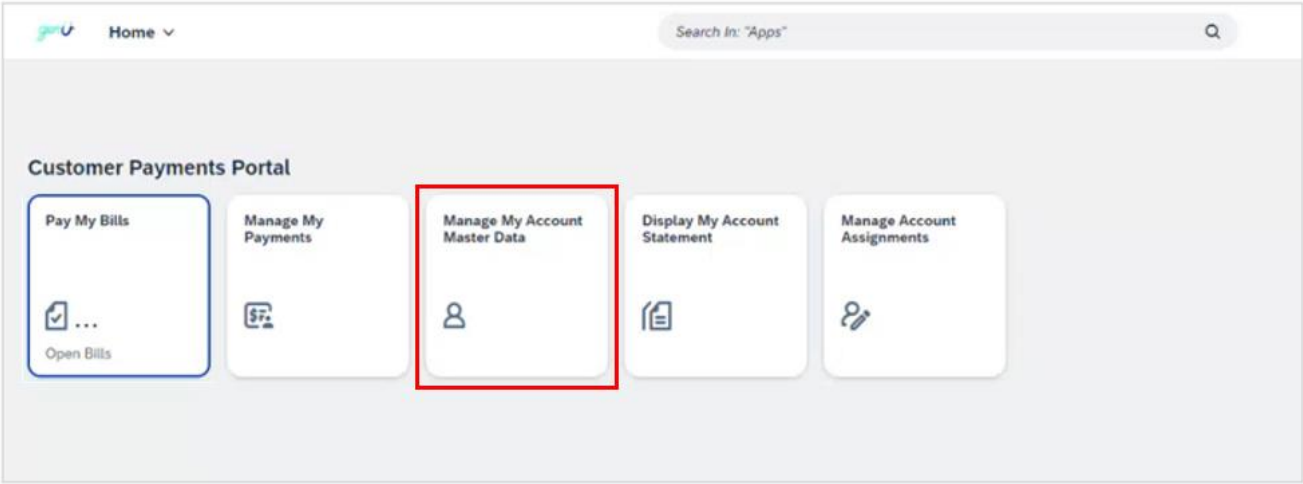
Purpose: To explain how to update your credit or debit card details using the genU Payment Portal.

When to use: When you need to add or remove your credit or debit card details.

Audience: genU, genU Training, IPA and Matchworks invoice recipients.

Support: For more support, please contact the Accounts Receivable Team via AR@genu.org.au or call (03) 5277 8892.

The following step/action table describes how to update my card details.

Step	Action
1	<p>Log in to the genU Payment Portal via https://genudigitalpayment-prd-Of7tzt12.authentication.us10.hana.ondemand.com/login.</p> <p>Note: For support, please refer to the How to log in to the genU Payment Portal guide.</p>
2	<p>Click the Manage My Account Master Data tile.</p>  <p>Result: The Manage My Payments screen displays.</p>
3	<p>Select the Credit Card tab.</p>

Step	Action
------	--------

Manage My Account Master Data

Karingal St Laurence - L

Information Bank **Credit Card** Electronic Check

Street Address P.O. Box Address Contact

C/O Name: - P.O. Box: - Phone Number: -

Street Name: - Postal Code: - Fax Number: -

House Number: - Location: - Email: [Redacted]

Postal Code: 3220

City: Geelong

Result: The **Credit Card** details displays.

4	Click the register credit card icon .
----------	--

Manage My Account Master Data

Karingal St Laurence - L

Information Bank **Credit Card** Electronic Check

CREDIT CARD

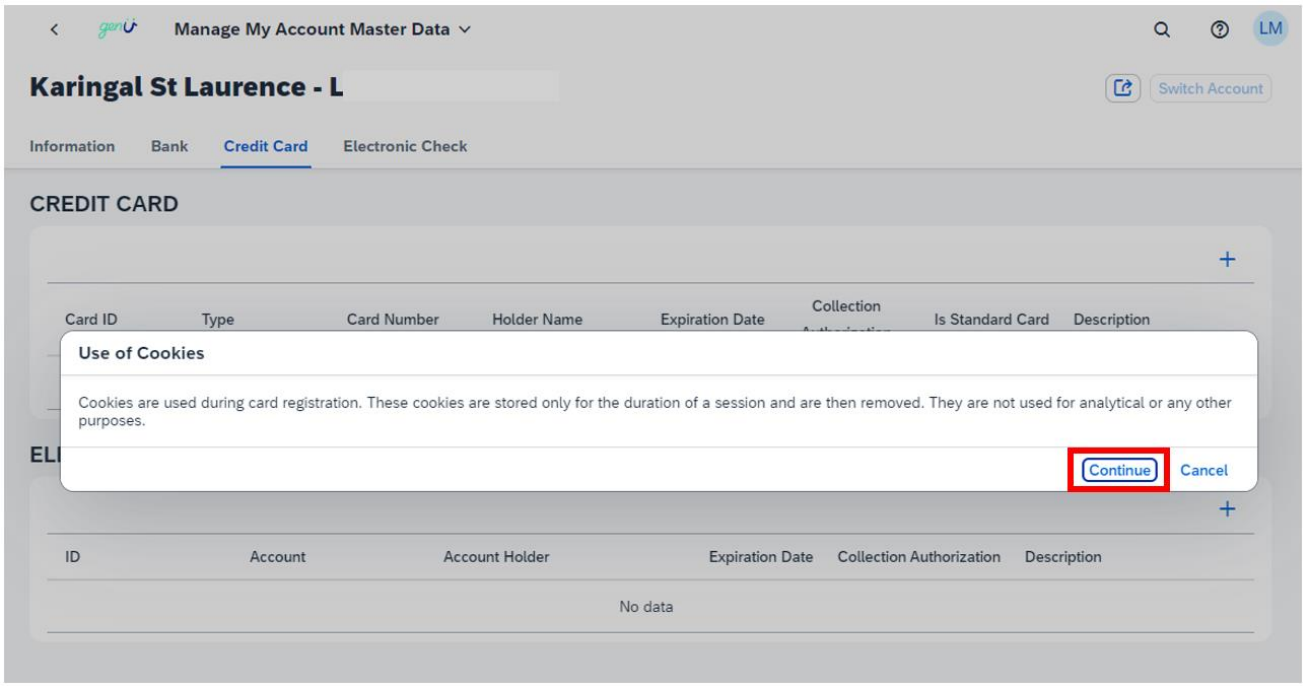
Card ID	Type	Card Number	Holder Name	Expiration Date	Collection Authorization	Is Standard Card	Description
No data							

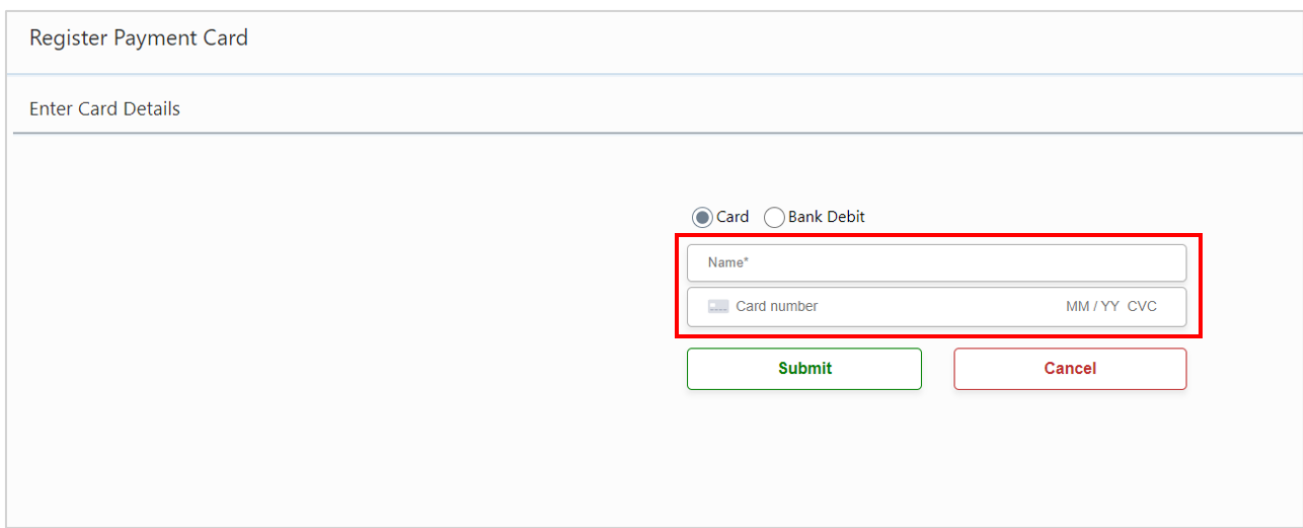
ELECTRONIC CHECK

ID	Account	Account Holder	Expiration Date	Collection Authorization	Description
No data					

Result: Use of Cookies pop up window displays.

5	Click Continue .
----------	-------------------------

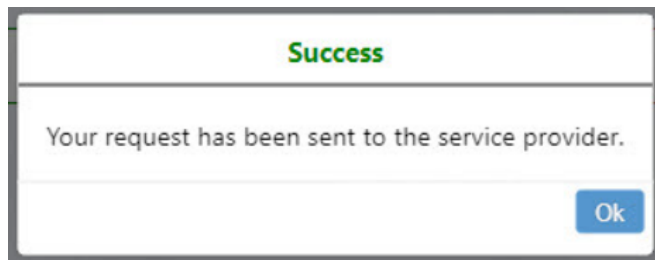
Step	Action
	 <p>Result: A new window opens and the Register Payment Card displays.</p>

6	<p>Enter your credit card details on the Register Payment Card screen.</p>  <p>Result: Your credit card details populates the Enter Card Details fields.</p>
---	---

7	Click Submit .
---	-----------------------

Step	Action
	<p>Register Payment Card</p> <hr/> <p>Enter Card Details</p> <hr/> <p style="text-align: right;"> <input checked="" type="radio"/> Card <input type="radio"/> Bank Debit </p> <div style="border: 1px solid #ccc; width: 100%; height: 20px; margin-bottom: 5px;"></div> <div style="border: 1px solid #ccc; width: 100%; height: 20px; margin-bottom: 10px;"></div> <div style="display: flex; justify-content: flex-end; gap: 10px;"> <div style="border: 2px solid red; padding: 5px; color: green; font-weight: bold;">Submit</div> <div style="border: 1px solid red; padding: 5px; color: red; font-weight: bold;">Cancel</div> </div>

Result: the **Success** pop up window displays, and your card details save.



8 Navigate back to the **Manage My Account Master Data** screen.

Result: The **Manage My Account Master Data** screen displays.

< Manage My Account Master Data ▾
🔍 ⓘ MS

3010 (Karingal St Laurence) - [REDACTED] 🔗 Switch Account

Information **Bank** Credit Card Electronic Check


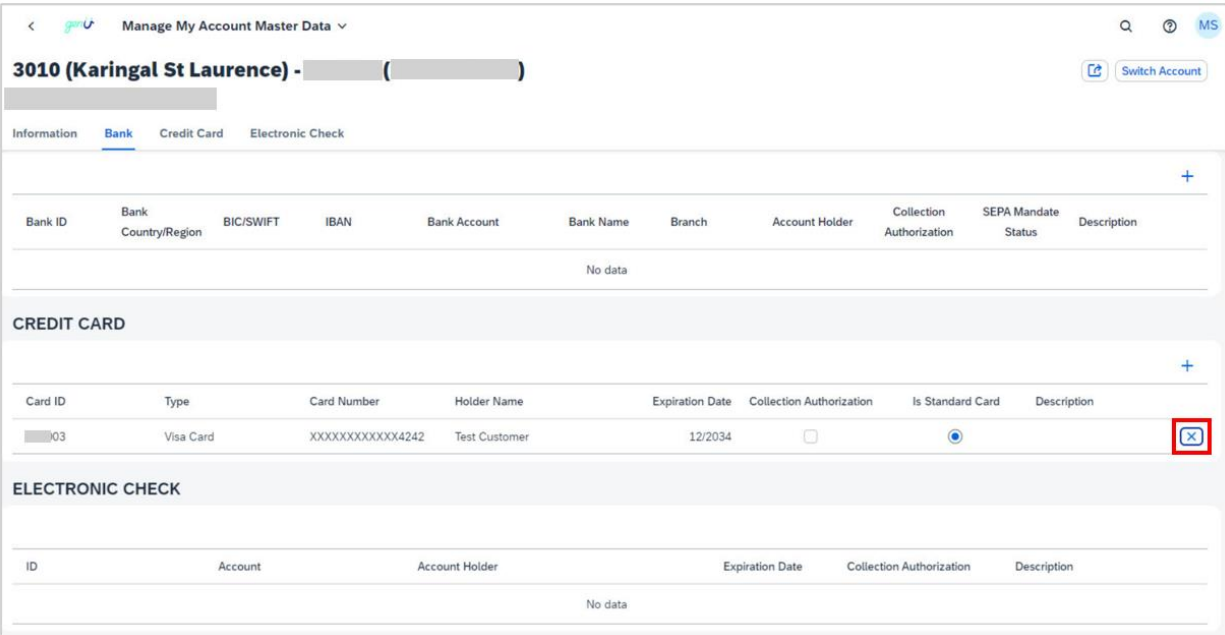
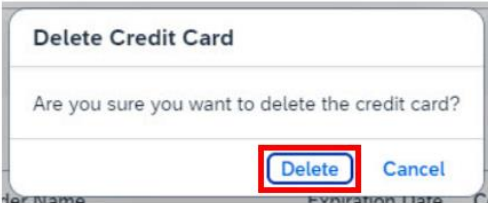
Bank ID	Bank Country/Region	BIC/SWIFT	IBAN	Bank Account	Bank Name	Branch	Account Holder	Collection Authorization	SEPA Mandate Status	Description
No data										

CREDIT CARD

Card ID	Type	Card Number	Holder Name	Expiration Date	Collection Authorization	Is Standard Card	Description
[REDACTED]03	Visa Card	XXXXXXXXXXXX4242	Test Customer	12/2034	<input type="checkbox"/>	<input checked="" type="radio"/>	

ELECTRONIC CHECK

ID	Account	Account Holder	Expiration Date	Collection Authorization	Description
No data					

Step	Action
9	Choose one of the following options. If you: <ul style="list-style-type: none"> • need to remove a card, go to Step 10 • do not need to remove a card, End procedure.
10	<p>Click the delete icon , on the right of the credit card details.</p>  <p>Result: The Delete Credit Card pop up window displays.</p>
11	<p>Click Delete.</p>  <p>Result: The card deletes from your account information and no longer displays under the CREDIT CARD section.</p>
	End procedure