

TLScontakt in Mauritius user guide: Payment process for German Visa appointments

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Dear German Visa Applicant

Thank you for choosing to make an appointment for your German visa at the TLScontakt Visa Application Centre in Ebene, Mauritius.

Please find more information below on how to make payments for your German visa and TLScontakt service fees.

1 Visa Application and Service Fees

You will need to make two different payments before attending your visa submission appointment.

These are:

- Visa application fees, paid to the German government to process your visa application.
- TLScontakt service fees

You can find out more about the fees and what they cover on the [Visa Application Fees](#) page on our website. You can also find more details on the Express Courier Return fee on the [Added Value Services](#) page.

You will need to make two separate payments for these fees to use the TLScontakt Visa Application Centre for Germany in Mauritius.

2 German Visa Application Fees Payment Process

The German Mission processes your visa application in South Africa. To pay for this visa application fee, you will need to make a payment in South African Rands (ZAR) using an online payment portal: [Paygate](#).

Please check the [Visa Application Fees page](#) to confirm the amount you will need to pay in ZAR.

You will need to make this payment within 48 hours after booking your appointment. **You will need to bring proof of payment to your appointment.**

Please follow the steps below to make this payment:

Step 1: Visit the payment portal

Visit the [link](#) for the Paygate payment portal for TLScontakt: <https://paylink.paygate.co.za/?p1=7J88>

The page should look like this:

paylink.paygate.co.za/?p1=7J88

Payment to TLS Contact South Africa Pty Ltd

Reference Number

Email Address

ZAR Amount

Pay

Enter the Reference obtained from TLS Contact South Africa Pty Ltd
The merchant might not be able to reconcile this transaction if you enter the incorrect reference number.

Enter the ZAR amount without the currency symbol or commas.
Use a decimal point for cents. Amount format example: 1000.00

Step 2: Add reference number, contact email and payment amount

Next you need to type in your reference number from your appointment booking and the full name of the person applying for the visa (for example 2116758 John Smith), your email address (for payment confirmation) and the amount you need to pay in South African Rands (ZAR).

paylink.paygate.co.za/?p1=7J88

Payment to TLS Contact South Africa Pty Ltd

Reference Number

Email Address

ZAR Amount

Pay

Enter the Reference obtained from TLS Contact South Africa Pty Ltd
The merchant might not be able to reconcile this transaction if you enter the incorrect reference number.

Enter the ZAR amount without the currency symbol or commas.
Use a decimal point for cents. Amount format example: 1000.00

Reference number: The reference number is unique 7 digit number (for example “2116758”). You can find the reference number on your booking confirmation email or the “Personal Center” when you login to your account on our website.

For example:

Personal center

Application

Reference number


Application name

Application Status

2116758

SMITH JOHN

Check Status

View document list 

Step 3: Confirm payment details and choose your payment method

The next screen should look similar to this:

secure.paygate.co.za/payweb3/process.trans ☆


Merchant TLS Contact South Africa Pty Ltd


Reference 2116758 John Smith


Transaction Date Tue, 13 Dec 2022 00:58:23 +0200


Amount R 1,460.00 (ZAR)


Please select a payment type


 Card Payments

 masterpass >

 Secure EFT

 zapper™

 MTN MoMo

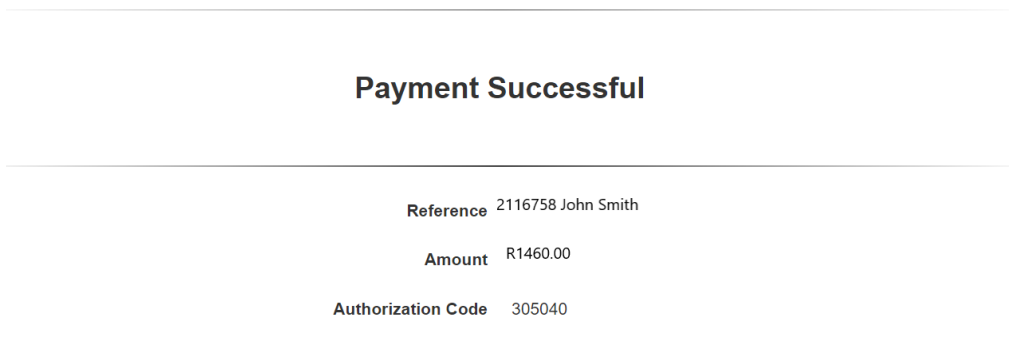
 SAMSUNG Pay >

Check the details you have added, and then select the payment method you would prefer.

The next screen should ask you to insert your payment details. You might also need to confirm the transaction with your bank.

Step 4: Payment success

You should see a payment confirmation screen that looks similar to this, but with your payment reference and amount. **Please print these details as your proof of payment to bring to your appointment.**



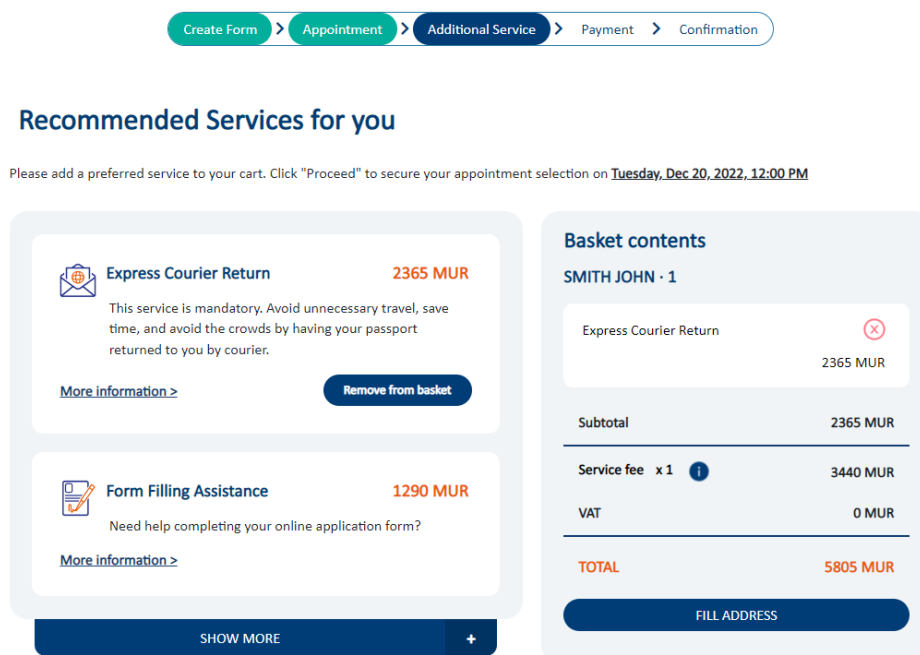
You should also receive a payment confirmation by email. **This can also be used as proof of payment to bring to your appointment.**

3 TLScontact Service Fees Payment Process

In addition to your visa application fee paid to the German Mission to process your visa, you will need to pay a service fee and Express Courier Return fee to TLScontact to manage your application submission and passport return.

You can find out more about the service fee on the [Visa Application Fees page](#). More information on the mandatory Express Courier Return fee is available on the [Added Value Services page](#).

You should also see the total fees appear during your appointment booking process:



To pay for the service fee and the Express Courier Return fee, you can make a card payment at TLScontact Centre in Mauritius.

Please bring this proof of payment to your appointment at TLScontact.

Questions ?

If you have any questions about the payment process of appointment booking, please contact us using the [telephone number or contact form on our website](#).