THIS IS A PAYMENT GUIDE FOR INTERNATIONAL STUDENTS

September 2019

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BUSINESS

moving money for better

INTERNATIONAL PAYMENTS | FOREIGN EXCHANGE

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We Are Here to Help

Your institution is proud to work with Western Union Business Solutions to offer the WU®GlobalPay for Students platform for making international payments.

If you have any questions regarding the service, your institution has arranged for Western Union Business Solutions to provide a dedicated customer service team that can help you with any additional information on the service and its benefits, and/or walk you through the process.

 This service includes a dedicated student enquiry hotline that will help you through the payment process.

 Please contact Western Union Business Solutions by:

 Australia
 US / CANADA

 +61 2 8585 7999
 1.877.218.8829

 studentpayments@westernunion.com
 studentinquiries@westernunion.com

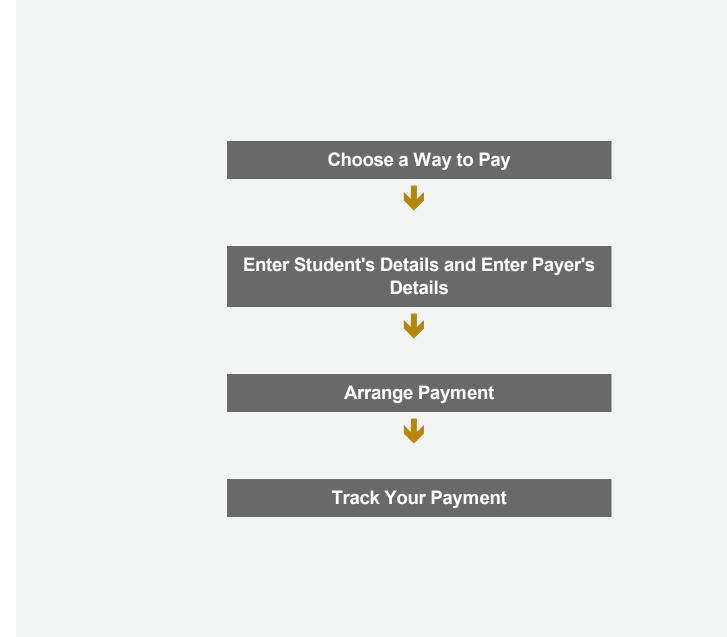
 New Zealand
 UK

 +64 9 359 5104
 +44 (0) 1733 871 871

 studentpaymentsnz@westernunion.com
 education@westernunion.com

Please select the email address or phone number based on where your university is based. Phones are answered during regular business hours in that time zone.

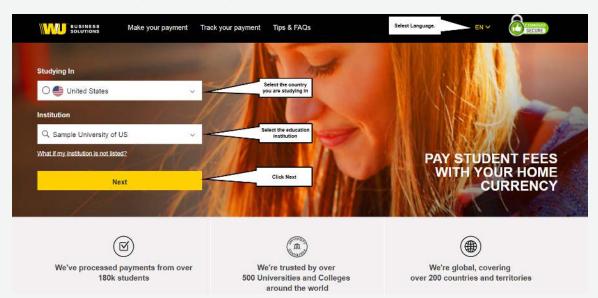
Please include student's full name, student ID, and university name in the subject line of the email.



Get a Quote

To begin the process, click the GlobalPay for Students link, provided by your institution.

- Before you start, you have the opportunity to **select which language** to view the payment platform in English, Spanish, French, Chinese (Traditional), Chinese (Simplified), Hindi, Indonesian, Korean, Arabic and Japanese.
- Select your language from the drop-down on the top right of the menu.
- Enter the country you are studying in and the institution you are attending. Click Next.



• Enter the required information about your payment into the information boxes provided and click Get a Quote.

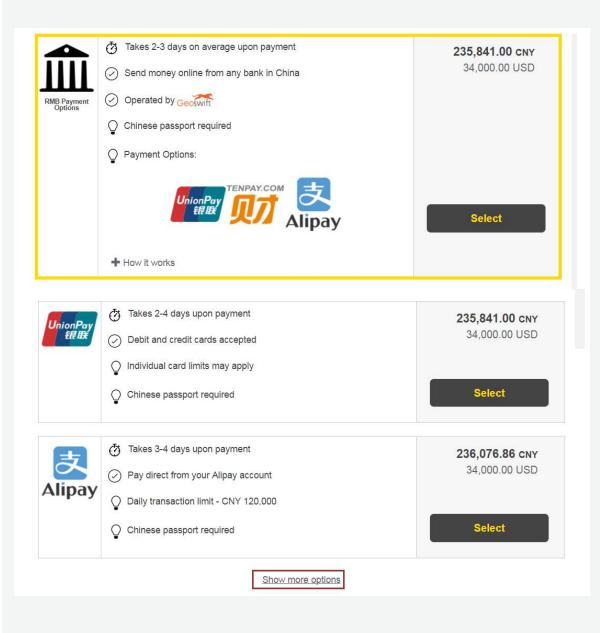
	,
ervices breakdown 🥹	
Books and Supplies	Include
USD	0
Room and Board	Include
USD	0
Transportation	Include
USD	0
Tuition and Fees	Include
USD	0
Total	0.00 USE
Get a quote	



Step 1 Choose a way to pay

Choose a way to pay from the methods shown.

- Select your desired payment method from the options displayed.
- Your payment options will vary depending upon the country you are paying from.
- For example, when paying from China, you may see these options:



Step 2 Enter Student's Details

Enter the Student's Details and click Next.

NOTE: A required field displays an asterisk (*) to the right of the field name.

This is to identify the correct studer	details	F	ayment Details	Edit 🖊
Student ID *				
123456789				
Student First Name *			Aler a	Sel.
Chen				in the second se
Student Last Name *				
Yuen Lee			a Sample Universit	
Email Address *				
user_email@theirdomain.com				
0		9	ample University of US	
Q Next you will be asked for the	e payer's details	Ň	All receive	34,000.00 US
			ou are paying	235,841.00 CN

Step 3 Enter Payer's Details

- Select who will be making the payment.
- Enter the payer's personal details, email address, billing address, country and language.
- For some payment methods, you will also have to state the relationship of the payer to the student.
- You can select the language in which you would like the payer to receive payment instructions in.
- To view the terms of use, click the hyperlink. Once you have read and understood the Terms & Conditions, check the box to agree to the terms of use and acknowledge the privacy policy.

We require this information to process your payment		Payment Details	Edit 🖊
Who will be making this payment?			
Student	0	(for-	Ret
Someone else	0		
Payer's personal details		· 4년 111	1 11 11 1 10 10 10 10 10 10 10 10 10 10
Payer name*		Univer	sity
Enter payer name			
Payer's email address *			
This is to send confirmation of this payment		Sample University of US will receive	34,000.00 USD
Enter email		You are paying	235,841.00 CNY
Payer's billing address			
Payer's address 1*			
Enter address 1			
Payer's address 2			
Enter address 2			
City *			
City			
State			
State			
Zip			
Zip			
Country *			
Country	•		
Language *			
English	~		

• If you have selected to pay from a bank account, enter the required banking information.

Payer's Bank Details	
Bank Name *	
Bank Name	
Bank Country *	
China	~
Language *	
English	~

• Click Proceed to Payment.

Step 4 Arrange Payment

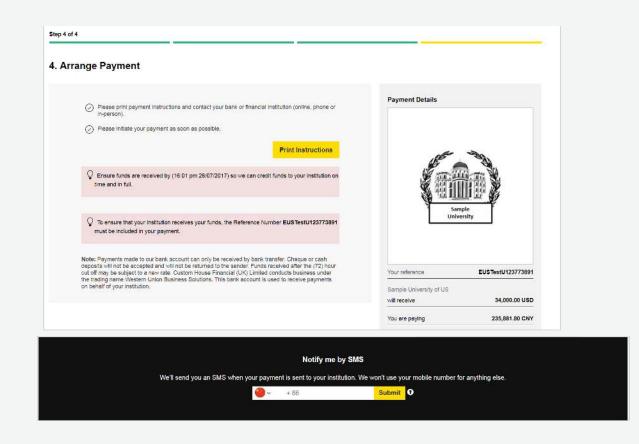
If you are using an e-wallet or online payment option, it will automatically redirect you to your account.

If you are paying via your bank account, you will be provided your reference number and instructions on completing your transaction.

You will be emailed a copy of the payment instructions, or you can view and print them directly from this page.

If you enter your mobile phone number, we will notify you by SMS when your payment is sent to your institution.

Your confirmation page will look something like this:



We recommend saving a copy of this file for your records.

As stated on the instructions, **you now have 72 hours to make the payment**. If you change your mind or entered the wrong amount, no funds will be taken from your account.

To process the transaction, you will need to either take these instructions to your bank or, in some cases, one of our specified partner institutions. You may also be able to use the details provided to make an online bank transfer (where available).

Please make sure that you include the Payment Reference in your transfer. Your payment reference is a unique reference number which is located at the bottom of your payment instructions form. This reference number ensures we are able to recognise your payment in our Western Union Business Solutions account and promptly apply it to your Student Account with your Education Institution.

• Click Print Instructions to see your payment instructions. Payment instructions are available in multiple languages.



Track Your Payment

Select **Track your payment** in the top menu area. Your payment reference and the time remaining for your quote will be indicated. There are three stages:

- Quoted and waiting for payment. Follow the printed instructions. Arrange for payment to be processed before quote expires.
- Funds received by us. Western Union processing generally takes from 2 5 business days.
- Payment Sent. The funds have been sent to the education institution.

BUSINESS	Make your payment	Track your payment	Tips & FAQs		EN 🗸	COMODO SECURE
		付 You have 3	3 days left before your qu	iote expires		
		Waitin	ıg for your payn	nent		
			Your reference EUSTestU123773891			
			EUS IESTO 123773091	l		
			Payment Status			
	Waiting for payme					
	To be received 28/07/2017	- •				
			Start New Quote			
				-		

Australia	US / CANADA			
+61 2 8585 7999	1.877.218.8829			
studentpayments@westernunion.com	studentinquiries@westernunion.com			
New Zealand	UK			
+64 9 359 5104 +44 (0) 1733 871 871				
studentpaymentsnz@westernunion.com	education@westernunion.com			
Please select the email address or phone number based on where your university is based.				
Phones are answered during regular business hours in that time zone.				
Please include student's full name, student ID, and university name in the subject line of the email.				

This User Guide has been prepared solely for informational purposes and does not in any way create any binding obligations on either party. Western Union Business Solutions accepts payments and provides foreign exchange services on behalf of its educational institution clients and not as a payment service provider for student payors.

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