

THIS IS A PAYMENT GUIDE FOR INTERNATIONAL STUDENTS



WU
SM
BUSINESS

July 2019

WESTERN UNION **WU**

BUSINESS

moving money for better

INTERNATIONAL PAYMENTS | FOREIGN EXCHANGE

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
+61 2 8585 7999
studentpayments@westernunion.com

US / CANADA
1.877.218.8829
studentinquiries@westernunion.com

New Zealand
+64 9 359 5104
studentpaymentsnz@westernunion.com

UK
+44 (0) 1733 871 871
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.

Simplify Payments With GlobalPay for Students

- Pay university expenses in your local currency
- Avoid fees and costly international foreign exchange changes from your bank
- Know precisely how much you owe so payments arrive in full
- Pay easily with multiple language options
- Get price and payment options upfront with a price comparison tool
- Gain peace of mind by using our preferred payment system

Steps to Make a Payment

Choose a Way to Pay



Enter Student's Details and Enter Payer's Details



Arrange Payment

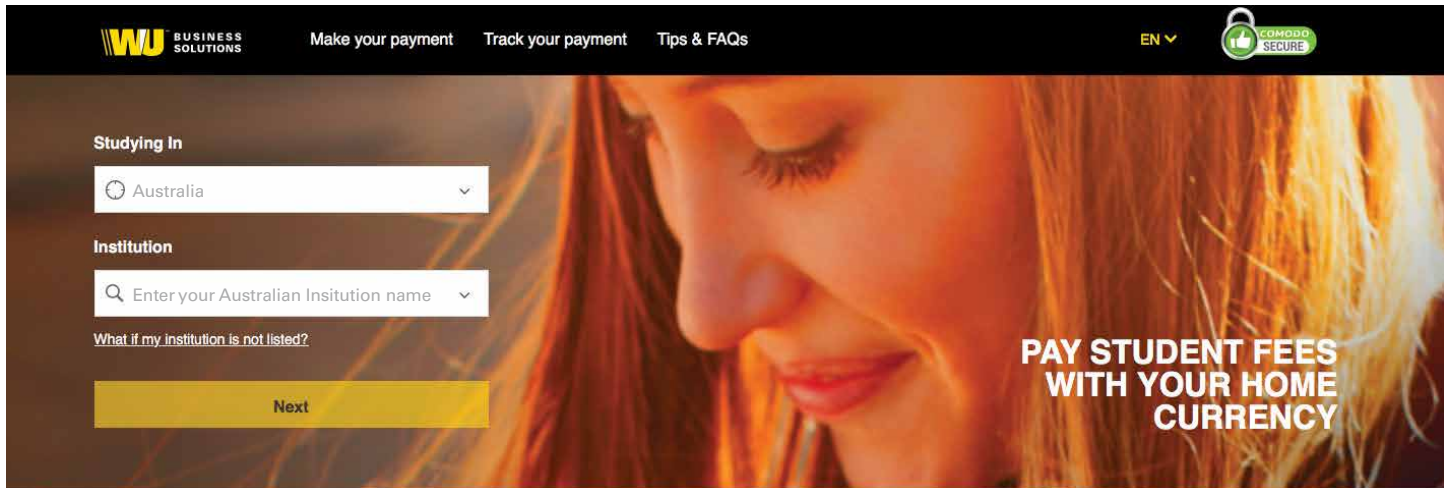


Track Your Payment

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**.



We've processed payments from over
180k students

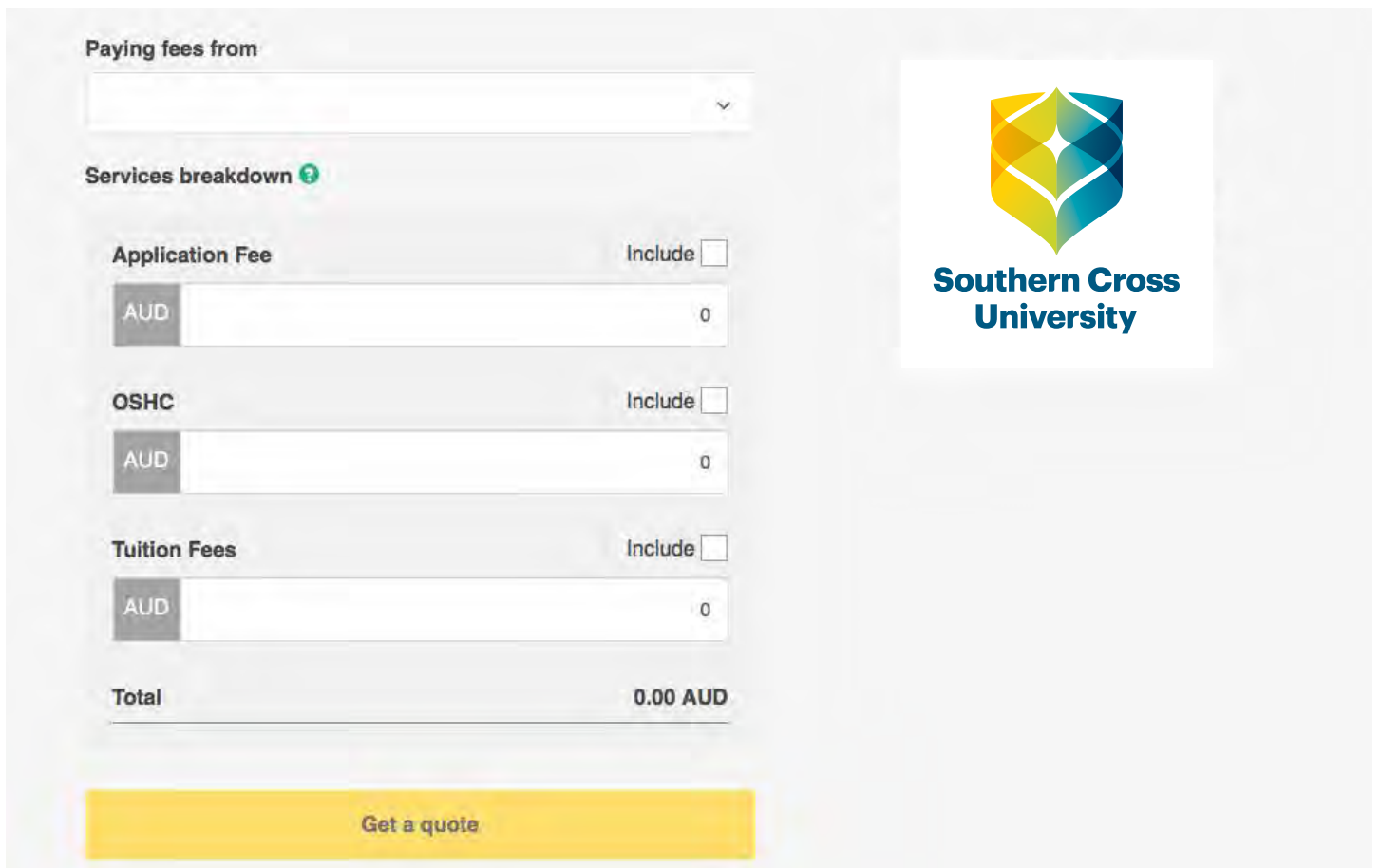


We're trusted by over
500 Universities and Colleges
around the world



We're global, covering
over 200 countries and territories






- Enter the required information about your payment into the information boxes provided and click **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:

| | | |
|--|---|--|
|  Bank Transfer | <ul style="list-style-type: none">⌚ Takes 3-4 business days on average upon payment✓ Make your payment from any bank✓ Includes 0 USD bank fee💡 Quote valid for 72 hours+ How it works | 27,030.00 USD 34,000.00 AUD Select |
|  Bank Transfer | <ul style="list-style-type: none">⌚ Takes 2-3 days on average upon payment✓ Send money online from any bank in China✓ Operated by 💡 Chinese passport required | 178,236.43 CNY 34,000.00 AUD Select |
|  UnionPay | <ul style="list-style-type: none">⌚ Takes 2-4 days upon payment✓ Debit and credit cards accepted💡 Individual card limits may apply💡 Chinese passport required | 180,036.80 CNY 34,000.00 AUD Select |
|  Alipay | <ul style="list-style-type: none">⌚ Takes 3-4 days upon payment✓ Pay direct from your Alipay account💡 Daily transaction limit - CNY 120,000💡 Chinese passport required | 180,169.20 CNY 34,000.00 AUD Select |

| | | |
|---|---|--|
|  | <ul style="list-style-type: none">  Takes 2-4 days upon payment  Debit and credit cards accepted  Individual card limits may apply  Chinese passport required | <p style="text-align: right;">180,349.19 CNY 34,000.00 AUD</p> <p style="text-align: center;">Select</p> |
|  <p>Bank Transfer</p> | <ul style="list-style-type: none">  Takes 3-4 days on average upon payment  Make your payment from any bank to CITIC  Chinese passport required  Operated by  中信銀行 <small>CHINA CITIC BANK</small> <p> How it works</p> | <p style="text-align: right;">180,439.19 CNY 34,000.00 AUD</p> <p style="text-align: center;">Select</p> |
|  | <ul style="list-style-type: none">  Takes 2-3 days on average upon payment  Pay with debit or credit card  Amount due is an estimate. Final amount will be given at time of payment | <p style="text-align: right;">186,706.21 CNY 34,000.00 AUD</p> <p style="text-align: center;">Select</p> |

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 student details

Student ID *
123456

Given Name *
John


Family Name *
Smith

Date of Birth *
06/07/1999
(DD/MM/YYYY)


Email Address *
john.smithxx@gmail.com


Mobile Phone Number:
03 9282 0333

Payer Contact Ph Number:
0000 000 000

 Next you will be asked for the payer's details

Next

Payment Details Edit 



Southern Cross University

| | |
|---------------------------|-----------------------|
| Southern Cross University | |
| will receive | 34,000.00 AUD |
| <hr/> | |
| You are paying | 180,036.80 CNY |

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

Who will be making this payment?

Student

Someone else

Payer's personal details

Payer name*

Payer's email address *

This is to send confirmation of the payment

Payer's billing address


Payer's address 1*


City *

Country *

[I agree to the terms of use and acknowledge the privacy policy](#)

Proceed to payment

Payment Details Edit 


Southern Cross University

| | |
|---------------------------|-----------------------|
| Southern Cross University | |
| will receive | 34,000.00 AUD |
| You are paying | 180,036.80 CNY |

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

Payer's Bank Details

Bank Name *

Bank Country *

Language *

- 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:

- ✓ Please print payment instructions and contact your bank or financial institution (online, phone or in-person).
- ✓ Please initiate your payment as soon as possible.

[Print Instructions](#)

💡 Ensure funds are received by (16:01 pm 28/07/2017) so we can credit funds to your institution on time and in full.

💡 To ensure that your institution receives your funds, the Reference Number **EUSTestU123773891** must be included in your payment.

Note: Payments made to our bank account can only be received by bank transfer. Cheque or cash deposits will not be accepted and will not be returned to the sender. Funds received after the (72) hour cut off may be subject to a new rate. Custom House Financial (UK) Limited conducts business under the trading name Western Union Business Solutions. This bank account is used to receive payments on behalf of your institution.

Payment Details



Southern Cross University

Your reference **EUSTestU123773891**

Southern Cross University

will receive 34,000.00 AUD

You are paying 235,881.80 CNY

Notify me by SMS

We'll send you an SMS when your payment is sent to your institution. We won't use your mobile number for anything else.

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

IMPORTANT – FINAL STAGE FOR PAYMENT



即将完成! 为了能够准确及时地将款项转入您选择的学校, 请按照下列说明来使用我们的支付系统。

You're nearly there! To ensure your payment arrives on time and in full, please refer to the below instruction to complete your payment.

此付款指示属于 / This instruction is for: Chuen Lee Yo

请在此日期内完成付款 / For best service please complete by: 28/07/2017 16:47:36 MDT



Visit <https://paytuitionnow.com>

此支付方式将通过汇元通完成, 阁下付款时无需兑换外币, 您将以人民币于支付平台付款。请点击支付系统网站 <https://paytuitionnow.com> 并按照下列步骤完成您的学费支付:

This payment method is facilitated through Geoswift. Your payment will be completed in CNY. You **DO NOT** have to pay in foreign currency to complete payment.

In order to complete your payment, please go to <https://paytuitionnow.com> and complete the steps below:

- 由于交易处理需时, 请于学费截止日期前预留3至5个工作日完成付款。 / Allow 3-5 business days for payment to be processed before tuition deadline.
- 进行下列步骤前, 请确保您已从西联获得有效付款指示。 / Make sure you have obtained a valid payment instruction sheet from Western Union before proceeding to next step.

1. 选择国家及学校 / Choose Country and University or Institution you will pay to.

2. 输入交易信息 / Enter Payment Information, including:

A. 交易号 / Payment Reference: EUSTestU123773891

B. 付款金额 / Amount (in CNY): 235,881.80

3. 选择支付方式 / Choose Payment Method:



Bank
Transfer



UnionPay
Online Payment



Tenpay



Alipay

4. 输入学生及付款人信息 / Enter Student and Payer Information.

5. 点击“确定”并核对所输入的信息, 如有错误请返回上一页更正 / Click Confirm to review all information you have entered.

6. 如核实资料无误, 点击“提交”进入支付页面 / Click Submit to initiate payment.

NEED HELP?

如遇到与此支付平台或对支付步骤相关问题, 请拨打汇元通客服电话 (中国): 4001-889-113 (周一至周五9:00-17:30) 或发邮件至 tuition@geoswift.com

If you have any question relating to this payment or procedure, please contact Geoswift's China Customer Support hotline at 4001-889-113 (Beijing time Mon-Fri 9:00-17:30) or email: tuition@geoswift.com

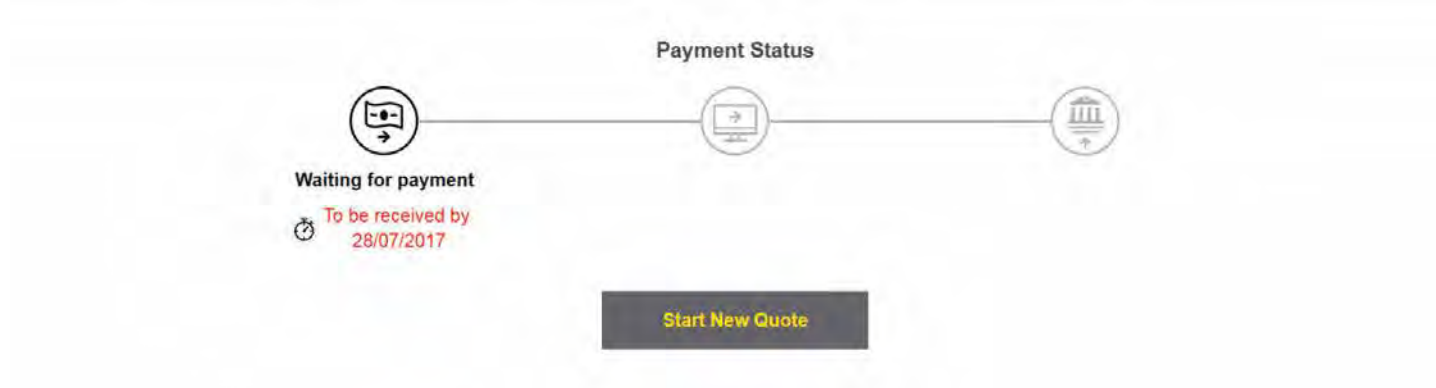
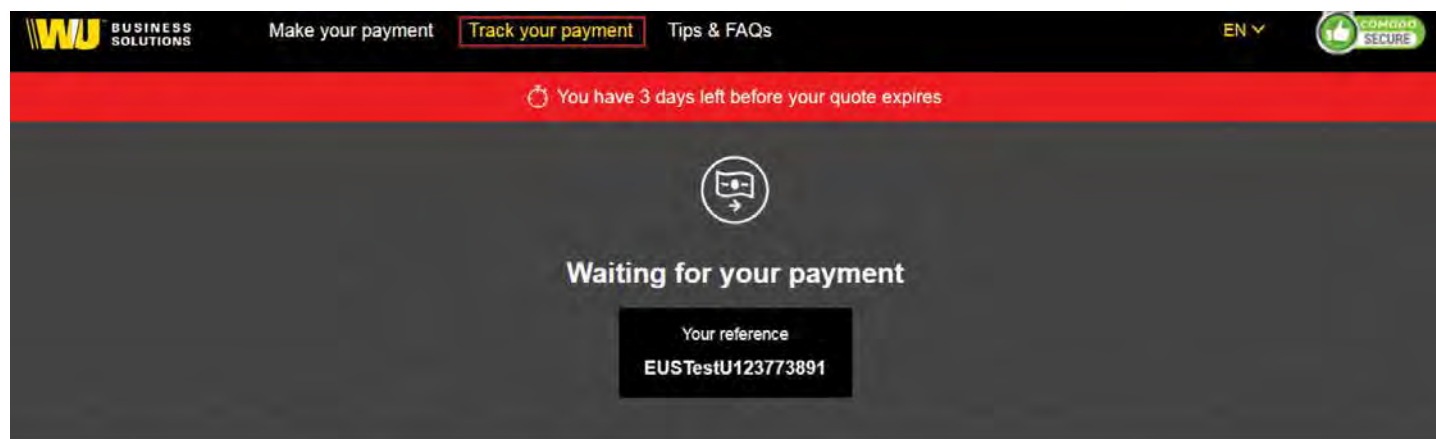


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Track Your Payment

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.



Australia
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US / CANADA
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studentinquiries@westernunion.com

New Zealand
+64 9 359 5104

studentpaymentsnz@westernunion.com

UK
+44 (0) 1733 871 871
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 any person. 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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