

# THIS IS A PAYMENT GUIDE FOR INTERNATIONAL STUDENTS



SM

B U S I N E S S

November 2017

moving money for better

INTERNATIONAL PAYMENTS | FOREIGN EXCHANGE

**WESTERN UNION** **WU**

B U S I N E S S

© 2017 Western Union Holdings, Inc. All Rights Reserved.

The WESTERN UNION name, logo, trade name, trade dress and related trademarks and service marks, owned by Western Union Holdings, Inc., are registered and/or used in the U.S. and many foreign countries. This material is proprietary to Western Union and cannot be used, reproduced, copied, displayed, distributed or used to prepare derivative works without the prior written consent of Western Union.

# 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**

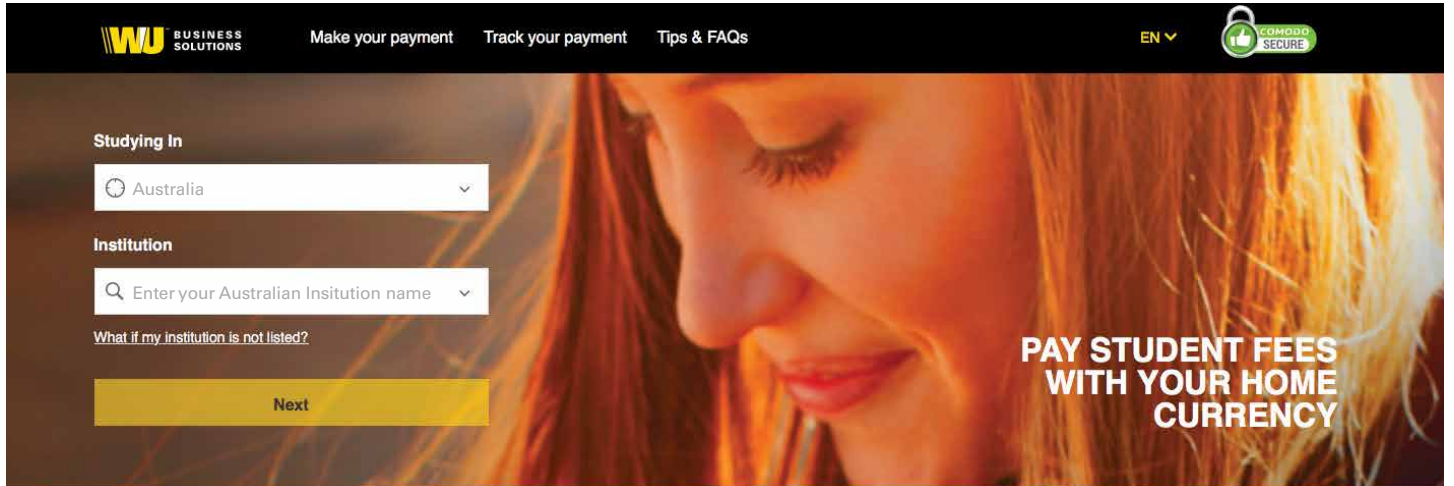


**Track Your Payment**

# 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**.



Studying In  
Australia

Institution  
Enter your Australian Institution name

What if my institution is not listed?

Next

PAY STUDENT FEES WITH YOUR HOME CURRENCY



We've processed payments from over 180k students

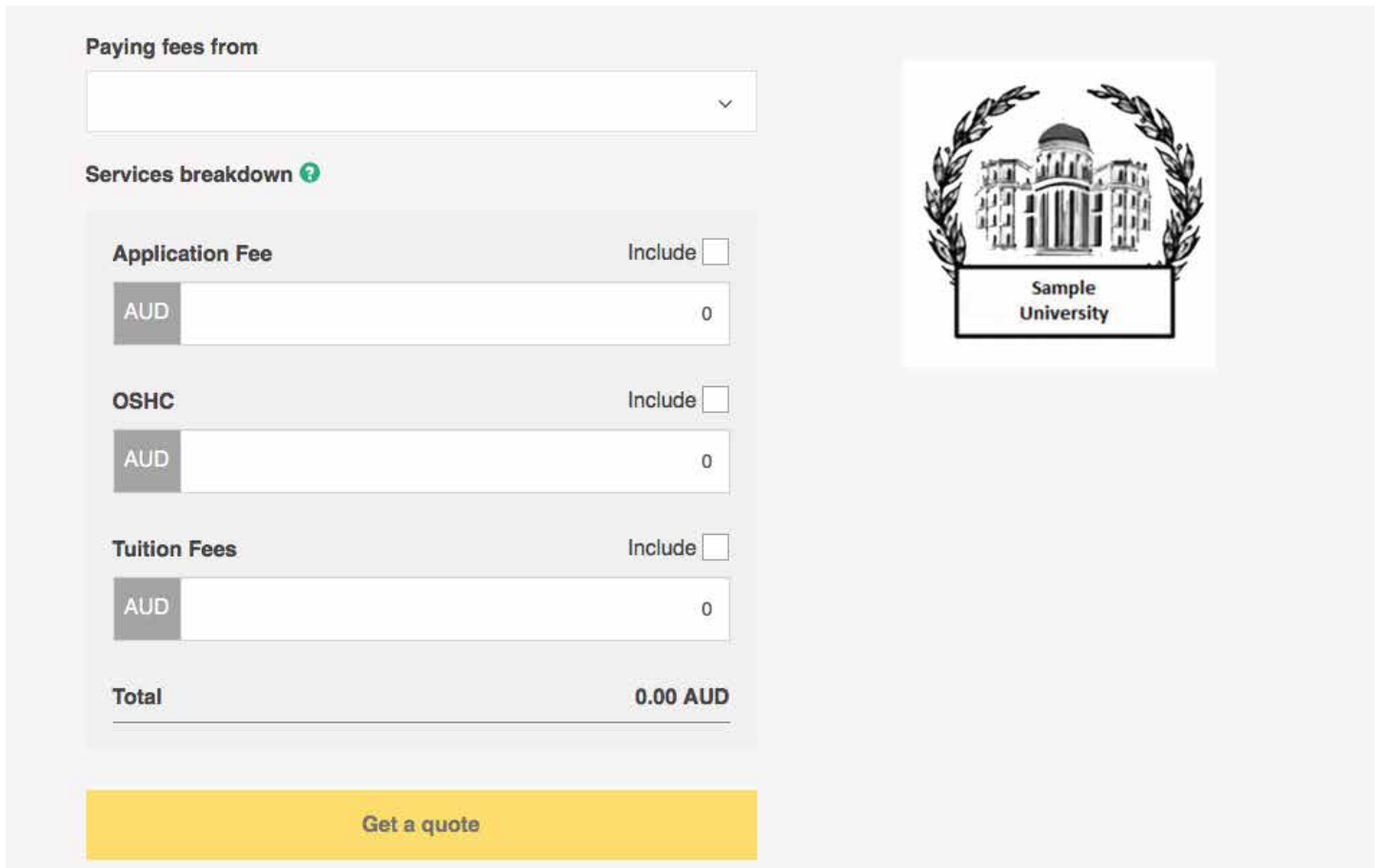


We're trusted by over 500 Universities and Colleges around the world



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**.



Paying fees from

Services breakdown ?

Application Fee	Include <input type="checkbox"/>
AUD	0
OSHC	Include <input type="checkbox"/>
AUD	0
Tuition Fees	Include <input type="checkbox"/>
AUD	0
<b>Total</b>	<b>0.00 AUD</b>






Get a quote


















Sample University

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

 	<ul style="list-style-type: none"> <li> Takes 2-4 days upon payment</li> <li> Debit and credit cards accepted</li> <li> Individual card limits may apply</li> <li> Chinese passport required</li> </ul>	<p style="text-align: right;"><b>180,349.19 CNY</b> 34,000.00 AUD</p> <p style="text-align: center;"><a href="#" style="background-color: #333; color: #fff; padding: 5px 15px; border-radius: 3px;">Select</a></p>
 Bank Transfer	<ul style="list-style-type: none"> <li> Takes 3-4 days on average upon payment</li> <li> Make your payment from any bank to CITIC</li> <li> Chinese passport required</li> <li> Operated by  中信银行 <small>CHINA CITIC BANK</small></li> </ul> <p><a href="#">+ How it works</a></p>	<p style="text-align: right;"><b>180,439.19 CNY</b> 34,000.00 AUD</p> <p style="text-align: center;"><a href="#" style="background-color: #333; color: #fff; padding: 5px 15px; border-radius: 3px;">Select</a></p>
 	<ul style="list-style-type: none"> <li> Takes 2-3 days on average upon payment</li> <li> Pay with debit or credit card</li> <li> Amount due is an estimate. Final amount will be given at time of payment</li> </ul>	<p style="text-align: right;"><b>186,706.21 CNY</b> 34,000.00 AUD</p> <p style="text-align: center;"><a href="#" style="background-color: #333; color: #fff; padding: 5px 15px; border-radius: 3px;">Select</a></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 \*

Given Name \*

Family Name \*


Date of Birth \*  
 

(DD/MM/YYYY)

Email Address \*


Mobile Phone Number

Payer Contact Ph Number

 Next you will be asked for the payer's details

**Next**

**Payment Details** Edit 



**Sample University**

The University of Melbourne will receive	<b>34,000.00 AUD</b>
You are paying	<b>180,036.80 CNY</b>

# 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\*

Enter payer name

Payer's email address \*

This is to send confirmation of this payment

Enter email

**Payer's billing address**

Payer's address 1\*

Enter address 1

City \*

City

Country \*

Country

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

**Proceed to payment**

**Payment Details** Edit



The University of Melbourne  
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



Your reference **EUSTestU123773891**

Sample University of US  
will receive **34,000.00 USD**

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.

[Submit](#)

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](mailto: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](mailto:tuition@geoswift.com)



© 2017 Western Union Holdings Inc. All rights reserved.  
Western Union Business Solutions is a business unit of The Western Union Company. Services in the US are provided by Custom House USA, LLC (NMLS ID: 906985; MA MT license #: FT906985) and Western Union Business Solutions (USA), LLC (NMLS ID: 907333; MA MT license #: FT0041) (collectively referred to as "WUBS" or "Western Union Business Solutions"). For a complete listing of US state licensing, visit <http://business.westernunion.com/about/notices/>. For additional information about Custom House USA, LLC and Western Union Business Solutions USA, LLC visit <http://business.westernunion.com/About/Compliance-Legal>.

# 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.

The screenshot shows the top navigation bar with 'WU BUSINESS SOLUTIONS', 'Make your payment', 'Track your payment' (highlighted), and 'Tips & FAQs'. A red banner below the navigation bar states 'You have 3 days left before your quote expires'. The main content area is dark grey and features a central icon of a document with a right-pointing arrow. Below the icon, the text 'Waiting for your payment' is displayed. Underneath this, a black box contains the text 'Your reference' and 'EUSTestU123773891'.



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.

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.

© 2017 Western Union Holdings Inc. All rights reserved. Western Union Business Solutions ("WUBS") is a business unit of the Western Union group of companies and operates through local affiliates in a number of countries around the world. For a full list of WUBS local licensing and other information, please visit [www.business.westernunion.com/wubsglobaldisclaimers/](http://www.business.westernunion.com/wubsglobaldisclaimers/).



B U S I N E S S

The WESTERN UNION name, logo, trade name, trade dress and related trademarks and service marks, owned by Western Union Holdings, Inc., are registered and/or used in the U.S. and many foreign countries. This material is proprietary to Western Union and cannot be used, reproduced, copied, displayed, distributed or used to prepare derivative works without the **prior written consent** of Western Union, displayed, distributed or used to prepare derivative works without the prior written consent of Western Union.