

Western Union Business Solutions GlobalPay for Students

User Guide

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



Simplify Payments Using Wire Transfer¹

- Peace of mind – have confidence that Western Union Business Solutions will deliver your fees on time to us usually within two working days and for the full payment amount.
- No Wire transfer fee² – there is NO Wire transfer fee from Western Union Business Solutions to you.
- Pay in the currency of your choice – your payment will be paid to your Institution in its local currency, even though you have selected to pay in your home currency.
- Guaranteed payment amount – lock in an exchange rate for 72 hours.
- Reduced bank service fees as your transaction is initiated as a local transfer.

We Are Here to Help

If you have any questions regarding the service, we have 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:

Phone*:

Australia: +61 2 8585 7999

US/Canada: 1.877.218.8829

UK: +44 (0) 1733 871 871

Email: education@westernunion.com

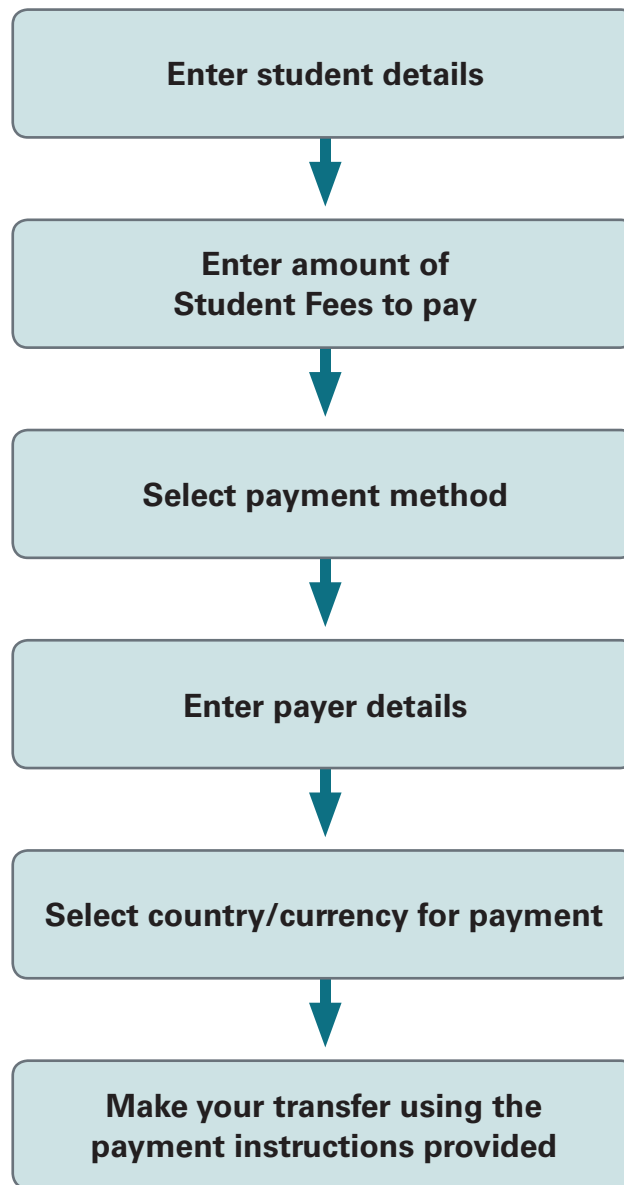
Note: please include student's full name, student ID, and university name in the subject line of the email.

*Note: phones are answered during regular business hours in that time zone.

¹ In Australia, Wire Payment refers to Telegraphic Transfer (TT)

² Please note that some partners, such as in-country payment providers, may charge a fee for their service

Steps to Make a Payment



Step 1

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 – Simplified Chinese, Traditional Chinese, Hindi, Indonesian, Korean, French and English.

The screenshot shows the 'Sample University' GlobalPay for Students interface. At the top right, there is a 'LANGUAGE' dropdown menu set to 'English', with a red circle around it and an arrow pointing to a callout box labeled 'Select Language'. Below the header is a progress bar with four steps: Step 1 (Student Verification), Step 2 (Select Payment Option), Step 3 (Enter Payment Details), and Step 4 (Obtain Payment Instructions). The main content area is titled 'Student Verification - Please fill in your information'. It includes a 'Country' dropdown menu with a red error message 'Country is required' below it. Below this are several text input fields: 'Student ID *' (with a placeholder 'Enter your 9-digit Student ID Number'), 'Student First Name *', 'Student Last Name *', 'Email Address *', 'Street Address', 'City', 'State/Province', 'Zip/Postal Code', 'Phone Number' (with a placeholder 'Enter phone number with no dashes'), and 'Level of Study *'. A yellow 'NEXT' button is located at the bottom right of the form, circled in red with an arrow pointing to a callout box labeled 'Select "Next"'. Another red arrow points from the 'Street Address' field to a callout box labeled 'Enter required information'.

Enter the required information into the boxes provided and **click the 'Next' button**.

Step 2

Review and **select the items you wish to pay for**. You can amend the amount payable in the Amount Owing box.

The screenshot shows a payment interface for 'Sample University'. At the top, there's a navigation bar with 'PAYMENT SOLUTIONS', 'HOW IT WORKS', and 'FAQ'. Below that is a progress bar with four steps: Step 1 (Student Verification), Step 2 (Select Payment Option), Step 3 (Enter Payment Details), and Step 4 (Obtain Payment Instructions). The main content area is titled 'Account Statement - Select the item(s) you wish to pay for.' It lists several items with checkboxes and amounts: ALL (700), Parking Fees (1500), Residency Fees (1000), and Tuition (2000). A red circle highlights the 'Total: USD 7,200.00' at the bottom right of this section. Below the total, there are 'Payment Options' with radio buttons for 'ChinaPay - UnionPay (Debit Card Only)', 'Bank Transfer - Wire Payment Details', 'Card Payment - Card Details', and 'China CITIC Bank - Zhong Xin Bank, Guangdong Province Only'. Each option has a dropdown menu for 'Please select your home currency (if available)'. At the bottom right of the form, there are 'BACK' and 'NEXT' buttons. A red arrow points from a 'Confirm Amount' button below the screenshot to the circled total.

Confirm Amount

Select your desired payment method from the options displayed (based on your country).

For example, when paying from China, you will see the following options:

Select Payment Method

The screenshot shows the 'Payment Options - Payment options may vary by country.' section. It lists several options with radio buttons: 'GeoSWIFT - Bank Transfer or UnionPay (Debit or Credit Card)', 'ChinaPay - UnionPay (Debit Card Only)', 'Bank Transfer - Wire Payment Details', 'Card Payment - Card Details', and 'China CITIC Bank - Zhong Xin Bank, Guangdong Province Only'. Each option has a dropdown menu for 'Please select your home currency (if available)'. The 'GeoSWIFT' option is selected. A red arrow points from a 'Select Payment Method' button below the screenshot to the 'GeoSWIFT' option. At the bottom right of the form, there are 'BACK' and 'NEXT' buttons. A red circle highlights these buttons, and a red arrow points from a 'Select Next' button below the screenshot to the 'NEXT' button.

Select "Next"

Step 3

Use the drop down menu to **select who will be making the payment**, and fill in their address information. **(NOTE: if the address is the same as the student's, select 'Same as Student')**

Sample University

IN PARTNERSHIP WITH **WU** BUSINESS SOLUTIONS

LANGUAGE English

PAYMENT SOLUTIONS HOW IT WORKS FAQ

Step 1 Student Verification Step 2 Select Payment Option Step 3 Enter Payment Details Step 4 Obtain Payment Instructions

ChinaPay
Your payment cost (including fees*) will be:
7,200.00 USD
*Total Fees 0.00 USD
Your institution will receive:
7,200.00 USD

Payment Details - Who will be making this payment?

Who is Paying * Parent

Payer Name * Janice Lucky

Email * janice.lucky@test.com

Street Address * 300 Peaceful Street

Address 2

City * Shanghai State * State

Zip/Postal Code Zip/Postal Code Country * China

Bank Details - Which bank will this payment be made from?

Bank Name * China Pay

Country * China

Preferred Language for Payment Instructions English

Agree to the Terms of Use

BACK NEXT

Select Payee

Enter payee information

Enter the required banking information.

Enter required bank information

Bank Details - Which bank will this payment be made from?




Account Number

Bank Name *

Bank Address

City State

Zip/Postal Code Country *

  
 [Privacy & Terms](#)

Once you have read and understood the conditions, **accept the Terms & Conditions.**

From the drop down menu at the bottom you can **select the language** in which you would like to receive the payment instructions in.

Now, **click the 'Next' button.**

Preferred Language for Payment Instructions

[I agree to the Terms of Use](#)

Step 4

Finally, you will be provided your reference number and instructions on completing your transaction.

Sample University

IN PARTNERSHIP WITH WU BUSINESS SOLUTIONS

LANGUAGE English

PAYMENT SOLUTIONS HOW IT WORKS FAQ

Step 1 Student Verification Step 2 Select Payment Option Step 3 Enter Payment Details Step 4 Obtain Payment Instructions

Payment for
Sample University of US

ChinaPay
Your payment cost (including fees*) will be:
7,200.00 USD
*Total Fees 0.00 USD

Your institution will receive:
7,200.00 USD

Student Name
Susan Lucky

Payer Name
Janice Lucky

Now make your payment

- 1 Please print payment instructions and contact your bank or financial institution (online, phone or in-person).
- 2 Please initiate your payment as soon as possible.
- 3 Ensure funds are received by 18 Apr 2015 17:42 UTC so we can credit funds to your institution on time and in full.

Print the Payment Instructions

Reference Number: EUSTest_University34364

Your payment instructions have been sent to the following email:

Student:	susan.lucky@test.com
Payer:	janice.lucky@test.com

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.

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

Your payment instruction 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.

IMPORTANT – FINAL STAGE FOR PAYMENT




You're nearly there! To help us make sure your payment arrives on time and in full, please complete your transfer as soon as possible using the instructions below.

These instructions are for Karine
This quote can only be used for one (1) payment and is valid until 24/07/2015 10:23:26 BST
For further payments please request a new quote.
IMPORTANT: Use the payment reference number or we may not recognise your payment.


PAY AT YOUR BANK

Simply print this page and take it into your bank (NOT a Western Union branch) and they'll do the rest.

IMPORTANT: Please note that you cannot pay by cash or cheque.


PAY ONLINE

Where the service is available, the easiest way to complete payment is through your online banking, with the details below.

Payment Reference: EGBRUESCHUK-TEST47568

Currency and Amount to Pay:	EUR 95.75
Beneficiary Name:	Western Union Business Solutions (UK) Limited
Beneficiary Account/IBAN:	GB21ABNA40503040207250
Beneficiary Address:	12 Appold Street London, EC2A 2AW
Bank Name:	Royal Bank of Scotland
Bank SWIFT:	ABNAGB2L
Bank Address:	250 Bishopsgate London, EC2M 4AA

Once your payment has been transferred by your bank, please provide a copy of your payment receipt so your payment can be processed without any delay, send to: education@westernunion.com


PROCESS INSTRUCTIONS FOR YOUR BANK

Please allow your customer to pay us via Western Union Business Solutions by ensuring the:

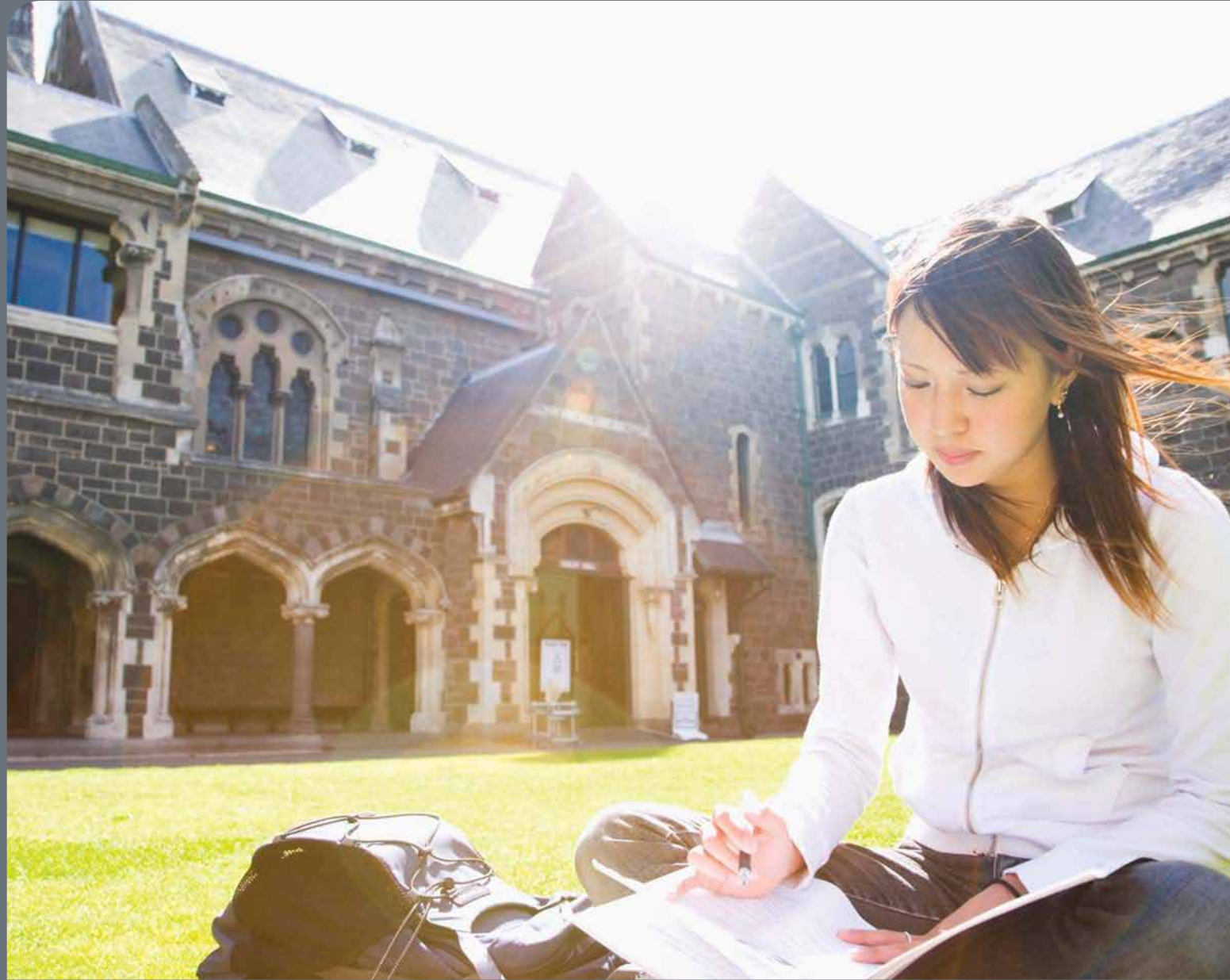
1. Payment reference shown above is included
2. Beneficiary name remains **WESTERN UNION BUSINESS SOLUTIONS**
3. Currency used is EUR
4. Please use ALL account details provided above and process a cross-border payment.

NEED HELP?

Remember, we're here to help. If you have any questions relating to this transfer, please contact Western Union Business Solutions at education@westernunion.com



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Phone:

Australia: +61 2 8585 7999

US/Canada: 1.877.218.8829

UK: +44 (0) 1733 871 871*

* Calls are charged at local call rates from BT and other landline operators. Charges from mobiles will vary and may be considerably more.

Phones are answered during regular business hours in that time zone.

Email: education@westernunion.com

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



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