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 Transfer\(^1\)

- 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 fee\(^2\) – 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.

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\(^1\) 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

1. Enter student details
2. Enter amount of Student Fees to pay
3. Select payment method
4. Enter payer details
5. Select country/currency for payment
6. Make your transfer using the payment instructions provided
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.

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.

**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:
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’)**
Enter the required banking information.

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.
Step 4

Finally, 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.
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

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:
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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.