

Convera Education Payments

# How to Make A Payment

For Students

July 2023



**convera**

# We are here to help

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Your institution is proud to offer Convera Education Payments, a fast, easy and affordable way to pay your fees online.

When using Convera Education Payments, your payment will be received by institution in just a few days.

As your institution's preferred payment method, this allows you to:

- Pay organization expenses in your local currency.
- Choose from a wide range of payment options including online payment, bank transfer and credit card.
- Avoid fees and costly international foreign exchange charges from your bank.
- Know precisely how much you owe so payments arrive in full.
- Pay easily with multiple language options.
- Review and compare all available payment options and prices.

For further information about making your payment or receiving a refund through Convera Education Payments, please visit our **Tips and FAQs** page at <https://students.convera.com/#!/faqs>

Your institution has arranged for Convera Education Payments to provide a dedicated student support team to help with any questions you have about making your payment.

Please contact us by email | [StudentSupport@convera.com](mailto:StudentSupport@convera.com)

Please include your full name, student ID, and organization name in the subject line of the email.

We also provide a dedicated student inquiry hotline that will help you through the payment process.

## Australia

+61 2 8585 7221

## New Zealand

+64 9 359 5104

## Singapore or Hong Kong

+65 6494 8280

+852 2853 9875

## China

+86 400 919 9411

## UK / Europe

+44 (0) 1733 871 871

## Japan

+61 2 8585 7221

## USA / Canada

+1 877 218 8829

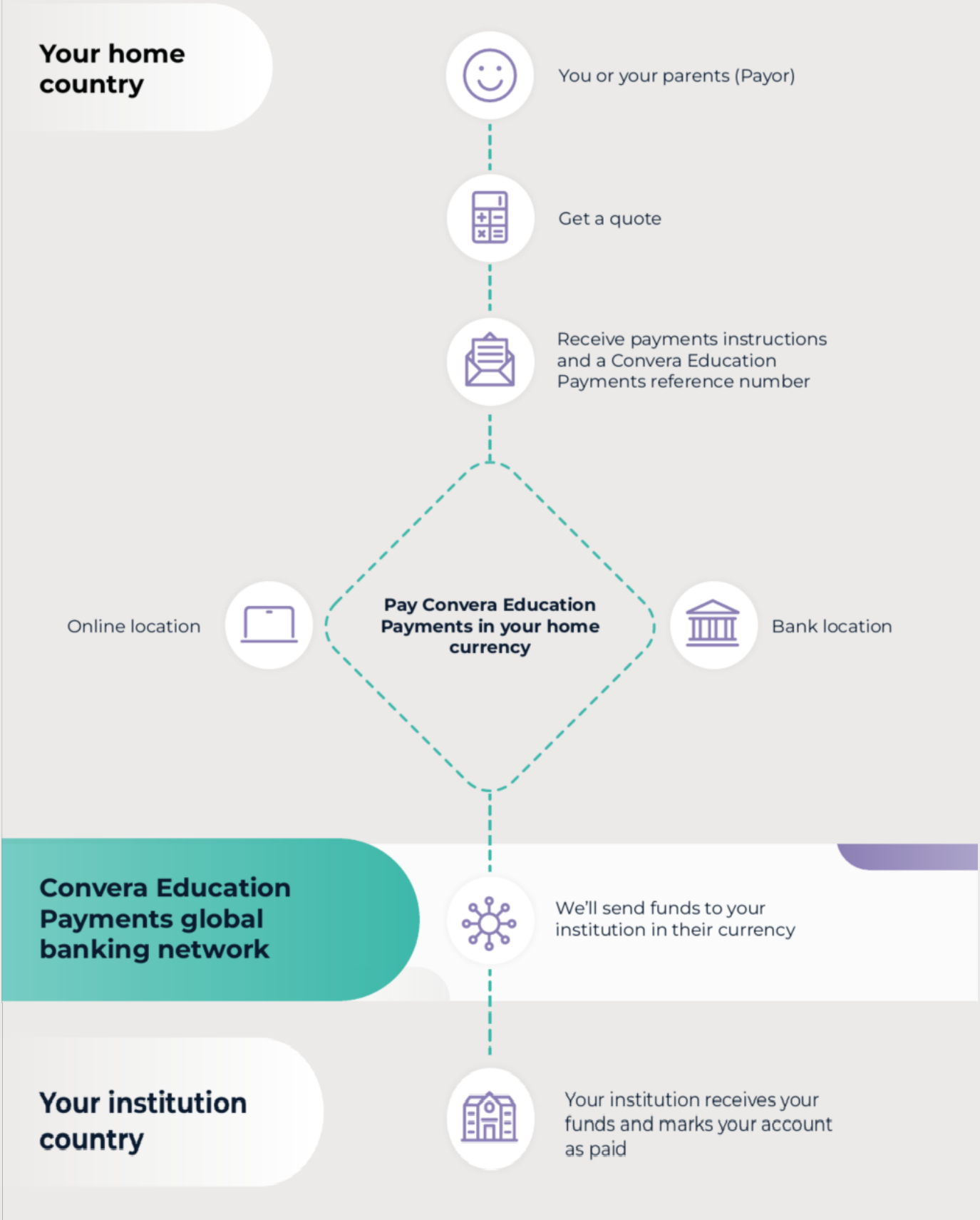
+1 402 884 3041

If the country you are calling from is not listed, please call the number for the country closest to where you are studying.

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

# How your money gets to your institution

We tell you exactly how much you owe, no hidden charges or receiving bank fees, and the rate is fixed for 72 hours. On average your payment will be delivered to you institution within 4 days or less.



# Start

To begin the process, click the **Convera Education Payments** link provided by your institution. Or, if available to you, follow the prompts in your institution's student management system.

- Select your language from the drop-down on the top right of the menu. You can choose from English, Spanish, French, Traditional Chinese, Simplified Chinese, Hindi, Indonesian, Korean, Arabic or Japanese.
- If prompted, enter the country you are studying in and the institution you are attending. Select **Next**.
- Enter any further required information about your payment.
- Select **Get a Quote**.


The screenshot shows the Convera website interface. At the top, the Convera logo is on the left, and navigation links for 'Make your payment', 'Track your payment', and 'Tips & FAQs' are in the center. On the right, there is a 'PRICE PROMISE' badge and a language dropdown menu set to 'EN'. A red banner below the navigation bar states 'Western Union Business Solutions is now Convera! Click here to learn more.' The main content area features a large background image of three students smiling. Overlaid on this image is the text 'PAY STUDENT FEES WITH YOUR HOME CURRENCY'. On the left side of the main area, there are two input fields: 'Studying In' with a dropdown menu labeled 'Type country name', and 'Institution' with a search bar labeled 'Enter institution name'. Below these fields is a link that says 'What if my institution is not listed?'. A teal 'Next' button is positioned below the institution search bar. At the bottom of the page, there are three columns of text, each with an icon and a description: 1. A checkmark icon with the text 'Trusted by education institutions around the world'. 2. A Western Union logo with the text 'Pay in the currency of your choice from over 200 countries and territories'. 3. A globe icon with the text 'Pay on the move direct from your smartphone or tablet'.

# Get a Quote

This page varies depending upon the country you are paying from and the institution you are studying at.

- Select the fees you are paying from the services list and get a quote.

Where is your bank located?

 China

▼


[Why is my country not listed?](#)

Tuition Fees

AUD

20000

Get a quote



## Step 1 Choose a way to pay


Convera Education Payments offers a number of different payment options so you can choose the method that works best for you. You can pay online, by bank transfer or by credit card.

Please note that payment methods available vary depending on the country you are paying from and the institution you are studying at. The payment process also varies depending on the payment option that you select.


**Example shown is for paying from China to study in Australia.**

Step 1 of 4


1. Choose a way to pay




Bank Transfer




Delivered to your institution within 4 business days after completing payment




Make your payment from any bank



Includes 0 USD bank fee



Quote valid for 72 hours




How it works


13,718.00 USD

20,000.00 AUD


Select




Bank Transfer




Delivered to your institution within 5 business days




Send money from any bank in China, over the counter or via online banking



Operated by Geoswift



Chinese ID required




Payments made by the agents may result in failed transactions


98,788.14 RMB

20,000.00 AUD


Select




微信支付  
WeChat Pay




Delivered to your institution within 5 business days



Pay direct from your WeChat account



Individual account limits will apply




Chinese passport required


99,187.28 RMB

20,000.00 AUD


Select




Alipay




Delivered to your institution within 5 business days



Pay directly from your Alipay account



Individual card limits may apply



Chinese ID required


99,267.12 RMB

20,000.00 AUD

Select

Payment Details

Edit





# Step 2 Enter student details

Enter your details and select **Next**.

## 2. Student's Details

This is to identify the correct student details

Business Identifier \*

First Name \*

Last Name \*

Date of Birth \*

(DD/MM/YYYY)

Email \*

Phone Number \*

Reference Number \*

This is the reference number provided in your offer letter.

Street Address \*

City \*

State/Province

Zip/Postal Code


Invoice Number \*

Next you will be asked for the payer's details

Next

Payment Details

Edit



Australian Sample University

will receive

20,000.00 AUD

You are paying

13,718.00 USD

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

### Step 3 Enter payer details

Select who will be making the payment and enter the payer's personal details, email address, billing address, country and language. For certain countries or payment options you will need to upload supporting documentation.

### 3. Payer's Details

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 this payment

#### Payer's billing address

Payer's address 1 \*


Please enter only numbers and letters in this field

Payer city \*

Zip / Postal Code

If you do not have a postal code, please enter 0


Country \*

 China

#### Payer's Bank Details

Bank Name \*

Bank Country \*

 China


Language \*

English

I agree to the [Terms of Use](#) and have reviewed the [Online Privacy Statement](#) ☐

[Proceed to payment](#)

#### Payment Details



Australian Sample University

will receive	20,000.00 AUD
You are paying	13,718.00 USD

To proceed, you must check the box to agree to the **Terms of Use** and acknowledge the **Privacy Policy**. Then select **Proceed to payment**.



## Step 4 Arrange payment

After you have added the Payer details, you may be asked to provide further information to complete the payment.

- If you have selected to pay online, your financial organization's payment page will open for you to complete the transaction.
- Or, you may be given a pdf instruction onscreen that contains all the information you'll need to complete the payment.
- If you have selected to pay from a bank account, you will be provided with a reference number and payment instructions. You can view, download or print the payment instructions from this page and they will also be sent to you by email. If you enter your mobile phone number, we will notify you by text when your payment is sent to your institution.



To ensure that your institution receives your funds, the **Payment Reference** number must be included in your payment. This is a unique reference number that ensures we are able to recognize your payment in our Convera Education Payments account and promptly apply it to your Student Account with your institution.

The payment instructions will also be emailed to you. We recommend saving the Payment Instructions for your records.


To ensure we can honor the quote we've given you, please use provided payment instructions and make your secure transfer within 72 hours. You can complete the payment with your bank in person, online or over the phone.


If you change your mind or entered the wrong amount, no funds will be taken from your account. Tap **Print Instructions** to see your payment instructions. Payment instructions are available in multiple languages.

You can also request to be notified by SMS (message) when your payment is sent to your institution.

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.

 + 44

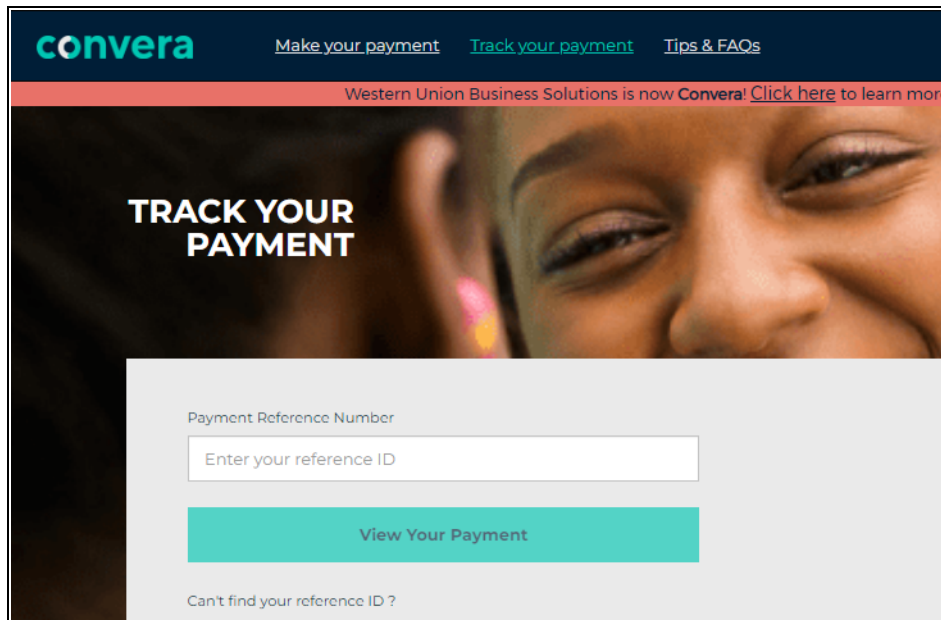
Submit 

# Track your payment

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As your payment is processed, you can check the real-time status of your payment on our tracking page using your payment reference number.

- Select **Track your payment** in the menu. Or, click <https://students.convera.com/#!/tracking>
- For further information about making your payment or receiving a refund through Convera Education Payments, please visit our Tips and FAQs page. The link is: <https://students.convera.com/#!/faqs>
- Our Support team is available 24 hours a day, 5 days a week. Students and payers can submit inquiries via our [Inquiry Intake Form](#) (available online) or by calling our team directly.

The screenshot shows the Convera website's 'Track Your Payment' page. At the top, there is a dark blue navigation bar with the 'convera' logo on the left and three links: 'Make your payment', 'Track your payment', and 'Tips & FAQs'. Below the navigation bar is a red banner with the text 'Western Union Business Solutions is now Convera! Click here to learn more'. The main content area has a dark background with a close-up image of a smiling person's face. Overlaid on this is a white box containing the text 'TRACK YOUR PAYMENT' in large, bold, white capital letters. Below this, there is a form with the label 'Payment Reference Number' and a text input field with the placeholder 'Enter your reference ID'. A teal button labeled 'View Your Payment' is positioned below the input field. At the bottom of the white box, there is a link that says 'Can't find your reference ID ?'.

Thank you for trusting Convera Education Payments to ensure that this very important payment reaches your institution on time and in full. We wish you all the best with your future studies.

To give you added confidence that you are getting a competitive price, we are pleased to offer the Convera Education Payments Convera Education Payments Price Promise. If you find a total price offered by your bank to process a payment to your education institution is cheaper than the price offered by Convera Education Payments Convera Education Payments, we will honor your bank's total price giving you peace of mind that you are getting a good deal. (*Terms and Conditions apply*).

The Convera logo, featuring the word 'convera' in a bold, sans-serif font. The 'o' is stylized with a white circle inside a dark blue circle.

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