

FLYWIRE PAYMENT GUIDE

Flywire is our approved payment partner and facilitate UK and international payments by bank transfer and credit/debit card. You can make an immediate bank transfer from your UK bank account through Trustly Online Bank Transfer within the portal. Throughout your payment transaction Flywire provide a tracking facility so that you know exactly where your payment is and when we have received it. You can create a payment link within the Flywire portal that you can send to the payer of your fees.

Flywire offer a <u>Best Price Guarantee</u> for international payments, whereby, if you are offered a better rate at your bank within two hours of booking a local currency bank transfer payment Flywire will match it.

Please note that it could take up to 5 working days for us to receive your payment which is due within 21 days of the due date on your invoice. You will need to ensure payment is initiated in time to prevent an administration fee.

If you need help when making your payment please use the live chat function by clicking the 'Help' button or go to the Flywire Help web pages detailed below:

General Flywire Support

Region specific payments support

Nigerian Payment Options

Form A Process

Indian Tax Guidance

If your bank will not pay to third parties

Option 1 - Making payment through your Student Records Online account :

If you have access to your <u>Student Records Online</u> account then please click <u>here</u> for instructions on how to make a payment, or create a payment link to send to the payer of your fees.

Option 2 - Making payment using the Flywire Open Portal:

If you no longer have access to your <u>Student Records Online</u> account, or, you are making payment for fees not showing on your account such as Loan and Awards repayments, please access Flywire through the Open Portal Flywire Open Portal and follow the instructions here



FLYWIRE PAYMENT USING YOUR STUDENT RECORDS ONLINE ACCOUNT

1. Access your <u>Student Records Online</u> account by entering your <u>University ID number and selecting</u> 'Proceed to Student Records'

Student Records Access Please enter a University ID and select the Student Records database that you would like access to. If you would like to access online Student Records for an existing member of staff or student you may also use their username. University ID or Username Database Production Proceed to Student Records

2. Select 'My Student Finance' and then 'Pay Fees Online'

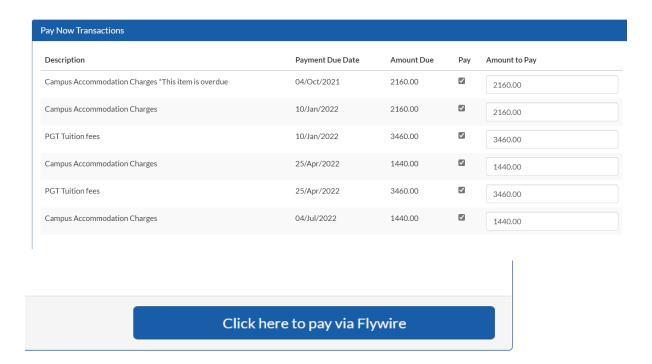


3. Click on the 'Pay Now with Flywire' banner - if you cannot see the banner then you will need to disable Adblockers or any similar software and try again.

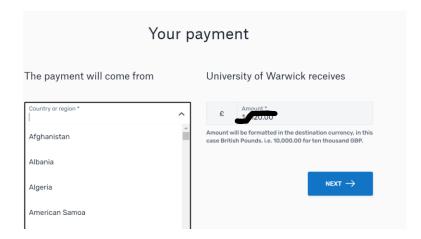




4. You will now see a list of fees and their due dates - untick any items you do not want to include on this payment. The 'Amount to Pay' can be amended to a lower value before selecting 'Click here to pay via Flywire' and 'Next'

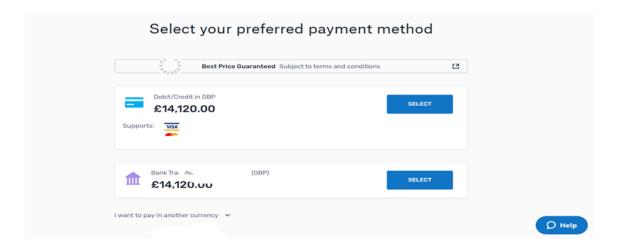


5. When selecting the country that your payment is coming from it is important to select <u>the country</u> that your bank account or credit/debit card is registered in, then select 'Next'. (Please note if the amount showing is incorrect go back a step and check the correct boxes are ticked).

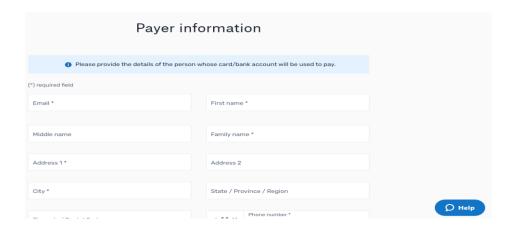




6. You will now see the currency options available to you and if you select the link 'I want to pay in another currency' this may show further currency options. You can make an immediate bank transfer from your UK bank account through Trustly Online Bank Transfer. Click on the 'Select' button for your chosen currency and then select 'Next'



7. Complete the payer information (if you are creating a payment link for someone else then provide their details):



If you need to send the payment link to someone then just select the link 'Share your payment details'



8. The payment will now need to be transacted to Flywire using the information provided. If you are paying by bank transfer, please see the 'Payment Instructions document' for the IBAN, Sort Code and Account number for Flywire. If you wish to present this document to your bank, it can be downloaded and includes confirmation that Flywire is acting on behalf of the University of Warwick.

Flywire will transfer your payment to us once it has passed their validation checks. Please note that it can take up to 5 working days for us to receive your payment which is due within 21 days of the due date on your invoice. You will need to ensure payment is initiated factoring this in to prevent incurring an administration fee.

9. Upon receipt of the payment by the University, Flywire will email a receipt to the payer which also has the University logo. You will also see the payment on your <u>Student Records Online</u> account



MAKING PAYMENT THROUGH THE FLYWIRE OPEN PORTAL

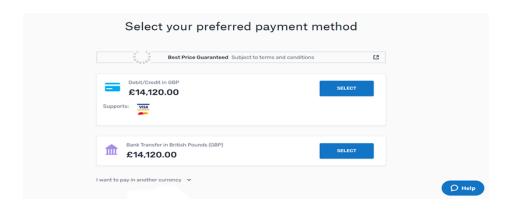
- 1. Open the Flywire Open Portal
- 2. When selecting the country that your payment is coming from it is important to select <u>the country</u> that your bank account or credit/debit card is registered in, then select 'Next'.



3. If you are paying tuition or accommodation fees, please put these in the applicable 'Payment in advance' boxes. If your payment relates to anything other than accommodation or tuition then use the 'Tuition Fee – Payment in Advance' box and we will ensure your payment is allocated to the correct fee. When you have added the payment value select 'Next'

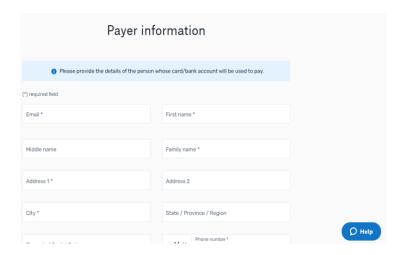


4. You will now see the currency options available to you and if you select the link 'I want to pay in another currency' this may show further currency options. You can make an immediate bank transfer from your UK bank account through Trustly Online Bank Transfer. Click on the 'Select' button for your chosen currency and then select 'Next'

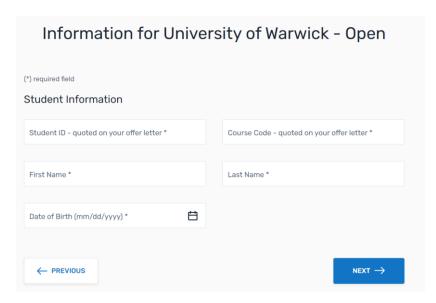




5. Complete the payer information (if you are creating a payment link for someone else then provide their details):



6. Complete the Student Information so that we can allocate your payment to your Student account, (unless making a deposit payment enter XXX in Course Code) and select 'Next'



If you need to send the payment link to someone then just select the link 'Share your payment details'



7. The payment will now need to be transacted to Flywire using the information provided. If you are paying by bank transfer, please see the 'Payment Instructions document' for the IBAN, Sort Code and Account number for Flywire. If you wish to present this document to your bank, it can be downloaded and includes confirmation that Flywire is acting on behalf of the University of Warwick.

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