

How to Make Your Payment

For Students

October 2022



convera

We are here to help

Western Sydney University is proud to offer Convera Education Payments to provide their students with a fast, easy and affordable way to pay their fees online, by bank transfer or by credit card in your local currency.

Making a payment with Convera's Student Make A Payment is simple and your payment will be received by Western Sydney University in just a few days.

Pay your education fees with ease using with Student Make A Payment.

- Pay institution 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 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.
- Chosen by your institution as a preferred method for international students to pay their fees.

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

Contacts and Inquiries

Please contact us by email: StudentSupport@convera.com

Please include student's full name, student ID, and institution 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

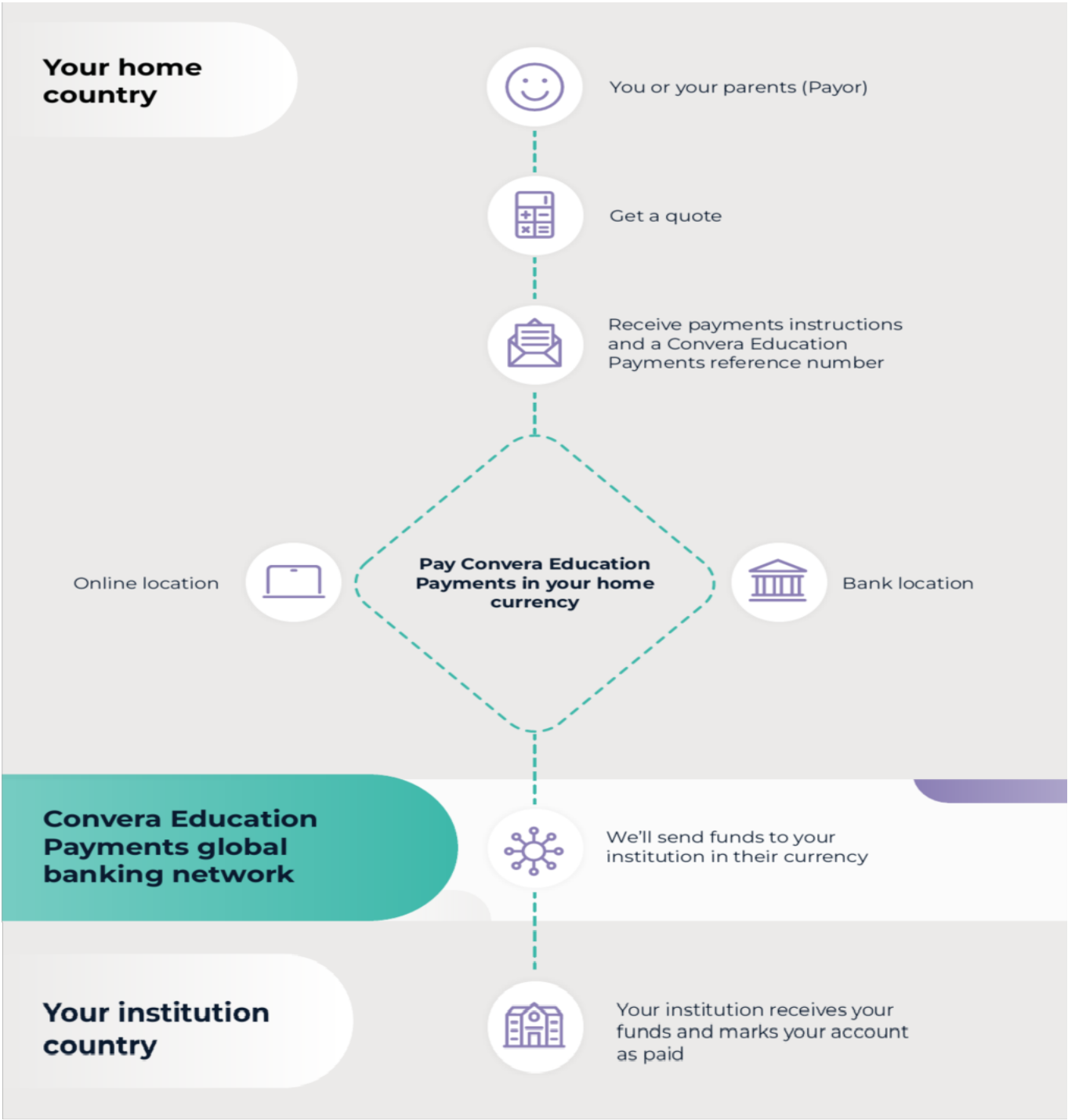
+1 877 218 8829

+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 Western Sydney University



We tell you exactly how much you owe, no hidden charges or receiving bank fees. The rate is fixed for 72 hours!
It typically takes 2-3 workdays for your payments to arrive at the institutionⁱ.

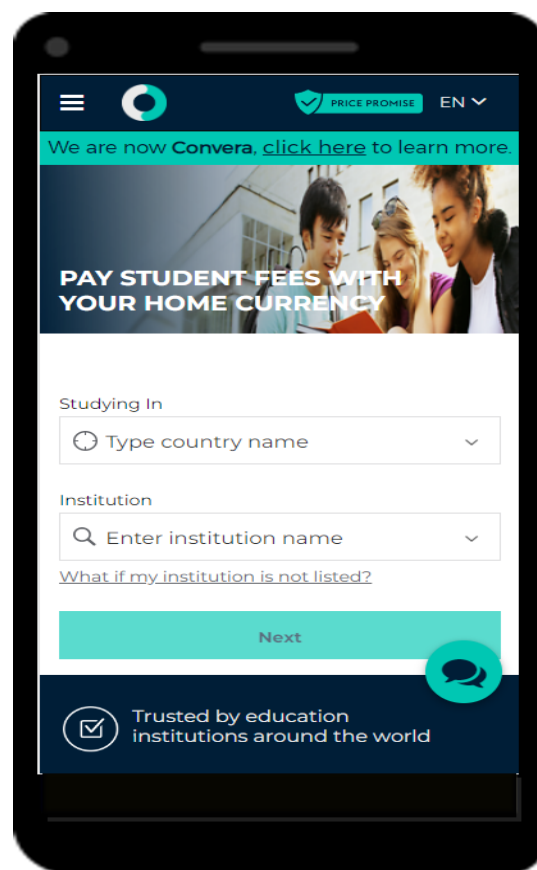
ⁱSome payment options can take up to a week.

Get a quote

To begin the process, click the **Student Make A Payment** link provided by your institution.

- 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 the required information about your payment.
- Select **Get a Quote**.

WESTERN SYDNEY UNIVERSITY



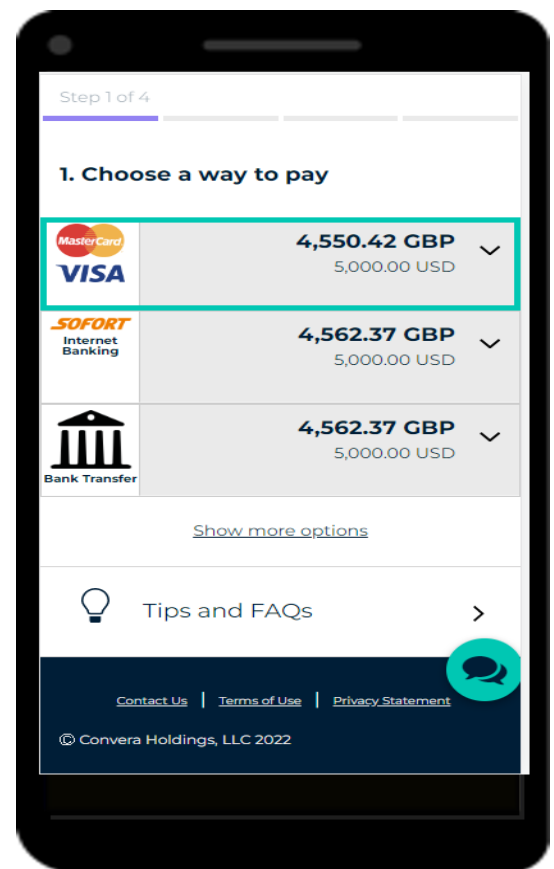
Step 1 Choose a way to pay

Student Make A Payment offers a number of different payment options so you can choose the method that works best for you. In many instances you can pay online, by bank transfer or by credit card.

Please note 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.

Choose a way to pay from the methods shown.

- Select the fees you are paying from the Services breakdown
- Choose a way to pay from the options displayed.
- Example paying from the UK to study in the USA.



Step 2 Enter student & payer details

Enter the Student's Details and select **Next**.

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

The screenshot shows a mobile app interface for a checkout process. At the top, there's a header with a logo and the word "CHECKOUT" followed by a "PRICE PROMISE" badge. Below the header, a teal banner says "We are now Convera, click here to learn more." The main content area is titled "Payment Details" with an "Edit" link and a pencil icon. It shows two rows: "GPFS TEST will receive" for "5,000.00 USD" and "You are paying" for "5,050.00 USD". Below this, a progress bar indicates "Step 2 of 4". The section is titled "2. Student's Details" with a subtitle "This is to identify the correct student details". It contains three input fields: "Student ID *" (with a red asterisk), "Student First Name *" (with a red asterisk), and "Student Last Name *" (with a red asterisk). A teal speech bubble icon is visible on the right side of the form.

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 certain countries or payment options you will need to upload supporting documentation.
- Select the language in which you would like the payer to receive payment instructions in.
- Enter the information required.
- Check the box to agree to the **Terms of Use** and acknowledge the **Privacy Policy**.
- Then select **Proceed to payment**.

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Step 3 Arrange payment

After you have added the Payer details, depending upon which payment options you have selected, you may be asked to provide further information online to complete the payment.

For example, 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.

Your reference number and instructions on completing your transaction appear on your screen

You can view, download or print the payment instructions directly from this page.

Also, you will be emailed a copy of the payment instructions.

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. Your payment reference is a unique reference number that ensures we are able to recognise your payment in our Convera Education Payments account and promptly apply it to your Student Account with your institution.

We recommend saving a copy of the Payment Instructions 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. 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.

Track your payment

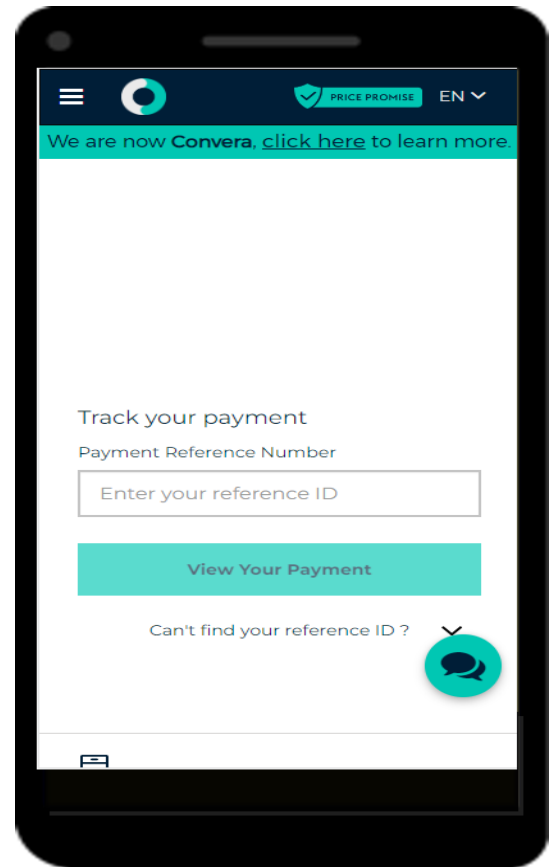
For complete peace of mind, you can track on the progress of your payment. Select **Track your payment** in the menu. Your payment reference and the time remaining for your quote will be indicated.

There are three stages:

- **Quoted and waiting for payment.** You will be directed to complete your payment through the provider you selected. Arrange for payment to be processed before quote expires.
- **Funds received by us.** Convera processing generally takes from 3 - 6 business days.
- **Payment Sent.** The funds have been sent to your institution.

For further information, click the menu icon. Here you can click to learn how to track your payment, read tips or connect with us on social media.

That's it! You can now start your international study experience.



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