



GlobalPay for Students

# User Guide

Through experience, Swinburne University of Technology knows that making international payments can be a long, costly and complicated process. That's why we are working with Western Union Business Solutions to give you a quick and simple solution, Student Payment Platform, which helps avoid delays and expensive bank charges.

[business.westernunion.com.au](https://business.westernunion.com.au)



# Telegraphic Transfer Payments

- **Peace of mind** – have confidence that Western Union Business Solutions will deliver your fees on time to Swinburne University of Technology usually within two working days and for the full payment amount.
- **No telegraphic transfer fee** – there is NO telegraphic transfer fee from Western Union Business Solutions to you.
- **Pay in the currency of your choice** – your payment will be paid in Australian dollars to Swinburne University of Technology, even though you have selected to pay in your home currency.
- **Guaranteed payment amount** – lock in an amount to pay in chosen currency.
- **Reduced bank service fees** as your transaction is initiated as a local transfer.

# Credit Card Payments

- **Quick and convenient** – a fast and easy way to make your payment online.
- **Understand your costs** – know exactly how much you are paying in your home currency for credit card payments as the total cost of the payment is disclosed to you.
- **Speed of payment** – your payment will be transferred to your University within 24 to 48 working hours.

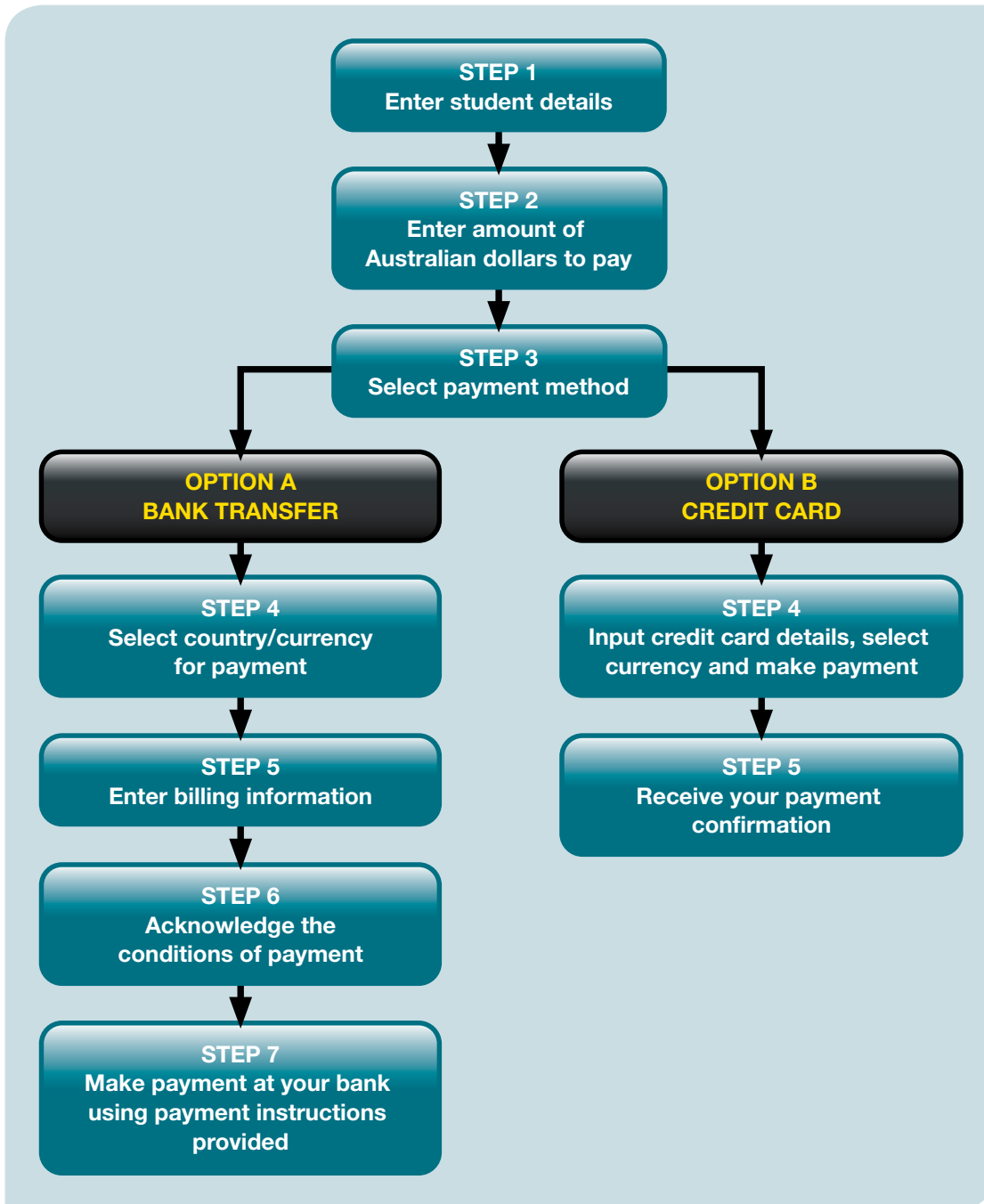
# We Are Here To Help

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 on:  
Email: [studentpayments@westernunion.com](mailto:studentpayments@westernunion.com)  
Phone: +61 2 8585 7999  
Monday to Friday 8.30am to 6.00pm Australian Eastern Standard Time (AEDT)

# Steps to Make a Payment



# Step 1: Input Student Details

HOME INFORMATION FAQs **WU BUSINESS SOLUTIONS**

**SWINBURNE** SWINBURNE UNIVERSITY OF TECHNOLOGY

Swinburne University of Technology

Swinburne University of Technology has partnered with Western Union Business Solutions, the world's largest specialist in global business payments, to provide you with a simple and low cost method of paying your tuition fees in your own currency.

Proceed as follows:

- Enter your student information below and then click NEXT
- Input the amount you wish to pay
- Choose to pay either by credit card or by Telegraphic Transfer (TT)
- If paying by credit card, you will receive confirmation of your payment online
- If paying by TT, print out the payment instructions and take them to your bank to make payment

S.A.M.S / Student ID \*0012345  
Minimum seven numbers – sample format 0012345

Given Name \*Kelly

Family Name \*Holman

Date of birth \*20/01/1990  
e.g. 20/01/1990

Email Address \*samplemail@university.com

Address 123 Singapore Rd, Singapore, 00023

Telephone 123-456-7890  
Please include country code, e.g. UK telephone number is +44 xxx

Notes

**NEXT >>**

i. Input your personal and student details, and the services you wish to pay for, in the fields provided. Fields marked with \* must be completed.

ii. Then click 'Next'

## Step 2: Enter Payment Amount

Description	Payee	In favour of	Amount (AUD)	Notes
<input checked="" type="checkbox"/> Tuition Fees Initial course payment fee	Swinburne University	Kelly Holman	\$10,000.00	

- i. Enter the amount in Australian Dollars you wish to pay
- ii. Then click 'Next'.

## Step 3: Payment Method

Description	Amount to pay
Payments to Swinburne University	
Tuition Fees for Kelly Holman	\$10,000.00
<b>Total to pay</b>	<b>AUD \$10,000.00</b>

Available payment methods:

Pay by credit or debit card.

Pay by bank transfer in your home currency.

- i. Select the method of payment by clicking on the button next to either credit card or bank transfer.
- ii. Then click 'Next'.

# Option A – Step 4

## Bank Transfer – Payment Currency

YOUR ACCOUNT

ITEMS FOR PAYMENT

Select items for payment	Total and Currency	Payer Details	Agree Conditions	Receipt	
Description		Amount to pay			
Payments to Swinburne University					
Tuition Fees for Kelly Holman		\$10,000.00			
Total to pay		AUD \$10,000.00			
Total to pay in billing currency		SGD 13,360.00			

Available payment methods:

Pay by credit or debit card.

Pay by bank transfer in your home currency [?](#)

Please select the currency or the associated country you will make your payment from.

SINGAPORE (SGD)

CANCEL BACK NEXT >>

- i. Select, from the drop-down box, the country or currency you wish to make the payment in. Unfortunately due to international and domestic banking regulations some currencies are unable to be traded on the open market or as part of this service. In the instances where your country does appear as an option but the currency is unavailable, the system will default to an alternative currency to use.
- ii. Then click 'Next'.

# Option A – Step 5

## Bank Transfer – Enter Billing Information

**YOUR ACCOUNT**

ITEMS FOR PAYMENT

Select items for payment | Total and Currency | **Payer Details** | Agree Conditions | Receipt

**Student details**

Student name: Kelly Holman

**Payment instructions by email**

Email address: sampleemail@university.com

The bank settlement instruction can be printed out after all details have been entered and conditions accepted. By checking this box, you can also send a copy of the instructions to the email address shown here, or a different email address can be entered.

**Payer details**

Payer's full name: Kelly Holman

Payer address: 123 Singapore Rd., Singapore, 012345

Payer country: Singapore

**Payer's banking details**

Bank name: Singapore Central Bank

Bank country: Singapore

**Payment**

Your University: AUD \$10,000.00 paid as SGD 13,116.00

CANCEL | BACK | NEXT >>

i. Enter required details.

# Option A – Step 6

## Bank Transfer – Payment Conditions

HOME INFORMATION FAQs WU BUSINESS SOLUTIONS

ITEMS FOR PAYMENT

Select items for payment Total and Currency Payer Details **Agree Conditions** Receipt

Student details

Name: Kelly Holman

Email confirmation

Please note: The payment instructions will be sent to the following email address(es): sampleemail@university.com

Payer details

Payer name: Kelly Holman  
Payer address: 123 Singapore Rd., Singapore, 012345  
Payer country: Singapore

Payment

Swinburne University of Technology AUD \$10,000.00 paid as SGD 13,116.00

Conditions

- The following screens will provide you with the bank account details for settling to Your University via Western Union Business Solutions.
- You will need to print the document and take it to your bank to instruct them to make the payment, or transfer the funds via your online banking service.
- **The amount to pay is valid for 72 hours from the time of this transaction by which time the currency must be transferred to Western Union Business Solutions.**
- If you have not transferred the funds within 72 hours, you will need to contact us urgently to confirm your payment.
- Western Union Business Solutions will only transfer the equivalent of the AUD amount received to Your University.

Yes, I have read and understood the above information and wish to proceed.

CANCEL BACK SUBMIT >>

i. Check the box "Yes, I have read and understood the above and wish to proceed".

ii. Click 'Submit'.



# Option A – Step 7

## Bank Transfer – Payment Instructions



You're nearly there! To help ensure that your payment is received without any delays, please follow the instructions below.

### PAYMENT INSTRUCTIONS

1. Please print this form & take this form to your bank
2. Transfer funds via your online banking service (if applicable)

Bank identifier: SWIFT: SCBLGSGG Clearing Code: 7144001

Bank name: Standard Chartered Bank

Bank address: 6 Battery Road

SINGAPORE 049909

**Beneficiary name:** Western Union Business Solutions (USA) LLC

Account number/IBAN: 0100853641

Beneficiary address: Level 12 1 Margaret Street  
Sydney NSW AUSTRALIA 2000

**Amount to pay<sup>1</sup>:** SGD 13,137.00

**Payment reference<sup>2</sup>:** AU5678-3524019-AS

**The following is valid until:** 15 September 2012 18:36 GMT.  
You cannot use the information printed on this sheet after this date and will need to go online and make a new payment request.

1. Please note this account cannot accept Australian Dollars (AUD)
2. To ensure that your funds are successfully received, the payment reference must be included in your bank's payment instructions.

Once the funds are received, they will be transmitted to Swinburne University of Technology

Remember, we're here to help. If you have any questions relating to this transfer, please contact Western Union Business Solutions at [studentpayments@westernunion.com](mailto:studentpayments@westernunion.com)

i. You will be presented with payment instructions (example shown). Please use these banking details to make your payment.

Please quote your payment reference number in your bank's 'payment reference' field when you make the payment.

Your payment reference is a unique reference number which is located at the bottom of your Telegraphic Transfer payment 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 the University.

# Option A – Step 7

## Bank Transfer – Payment Instructions

The screenshot shows a web interface for WU Business Solutions. At the top, there is a navigation bar with links for HOME, INFORMATION, and FAQs. The WU Business Solutions logo is in the top right corner. The main content area is titled "YOUR ACCOUNT" and includes a section for "ITEMS FOR PAYMENT" with tabs for "Select items for payment", "Total and Currency", "Details", "Conditions", and "Receipt". A prominent message states: "CONGRATULATIONS YOUR TRANSACTION HAS BEEN ENTERED SUCCESSFULLY!". Below this, an "IMPORTANT!" section provides instructions for users who did not see a PDF in a subwindow, with a link to open and print it. There are also sections for "APPLE MAC USERS" and "GET ACROBAT READER", both providing instructions on how to view PDFs correctly. A "THANK YOU" section includes a link to return to the Swinburne University of Technology website. A "NEXT >>" button is located at the bottom right of the page.

# Option B – Step 4

## Credit Card – Payment Details

WU BUSINESS SOLUTIONS

HOME INFORMATION FAQs

### YOUR ACCOUNT

ITEMS FOR PAYMENT

Select items for payment	Total and Currency	Payer Details	Currency	Receipt
Description		Amount to pay		
Payments to Swinburne University of Technology				
Total to pay		AUD \$10,000.00		

Cardholder name \*

Cardholder email \*

Card type \*

Card number \*

Card security code \*

Card expiry date \*

*i. Enter credit card details.  
ii. Then click 'Next'.*

# Option B – Step 5

## Credit Card – Payment Confirmation

WU BUSINESS SOLUTIONS

HOME INFORMATION FAQs

### YOUR ACCOUNT

ITEMS FOR PAYMENT

Select items for payment	Total and Currency	Payer Details	Currency	Receipt
Electronic receipt				
Your original transaction amount and original merchant currency		AUD \$10,000.00		
Your name is	Kelly Holman			
Your card number is	x x x 902			
Your card's expiry date is	05/13			
Final transaction amount	AUD \$10,000.00			
With an exchange rate of				
Your transaction is:	APPROVED			
The date and time is:	13 Sep 2012 22:28			
Your receipt number is:	013618			
Your transaction reference is	12345678-50			

If you have queries about this payment, please contact the merchant

*i. You have now made your payment. You will receive confirmation of credit card payment.*



## About Western Union Business Solutions

Western Union Business Solutions is a global leader in foreign exchange and a trusted payments provider to clients operating in international markets. With a robust financial network spanning more than 200 countries and territories with access to over 135 currencies, we empower our clients with simple and reliable cross-border payment solutions.

Our distinguished service portfolio and deep industry expertise, enables clients to operate across borders and currencies in fast, reliable and convenient ways. Through our account-to-account payment platform, international payment tools, currency risk management solutions, and financial service partnerships, we help clients improve cash flow, manage currency risk and seize global market opportunities.

**Please contact Western Union Business Solutions on:**

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**Phone: + 61 2 8585 7999**

**[business.westernunion.com.au](http://business.westernunion.com.au)**

**Monday to Friday 8.30am to 6.00pm Australian Eastern Standard Time (AEDT)**



## Global Offices

### Australia

Western Union Business Solutions  
Level 12, 1 Margaret Street,  
Sydney, NSW 2000  
Australian Financial Services  
Licence No: 238290  
ABN: 95 086 278 659  
**[business.westernunion.com.au](http://business.westernunion.com.au)**

### United States

Western Union Business Solutions  
Custom House (USA) Ltd.  
**[business.westernunion.com](http://business.westernunion.com)**

### Canada

Western Union Business Solutions  
Custom House ULC  
517 Fort St. Victoria,  
BC V8W 1E7, Canada  
**[business.westernunion.ca](http://business.westernunion.ca)**

### United Kingdom

Western Union Business Solutions  
Custom House Financial (UK) Limited  
Company Number 04380026  
Registered Office Address:  
2nd Floor, 12 Appold Street  
London, EC2A 2AW  
Registered in England  
**[business.westernunion.co.uk](http://business.westernunion.co.uk)**

The Student Payment Platform is provided by Western Union Business Solutions under its agreement with Swinburne University of Technology.

We can accept local currency subject to bank and/or country regulations restricting the export or exchange of local currency.

Western Union Business Solutions makes money from currency exchange.

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