



Western Union Business Solutions  
GlobalPay for Students platform

# User Guide

Through experience, we know 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/education](https://business.westernunion.com/education)



# Telegraphic Transfer Payments

- **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 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 to your education institution in New Zealand dollars, 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:

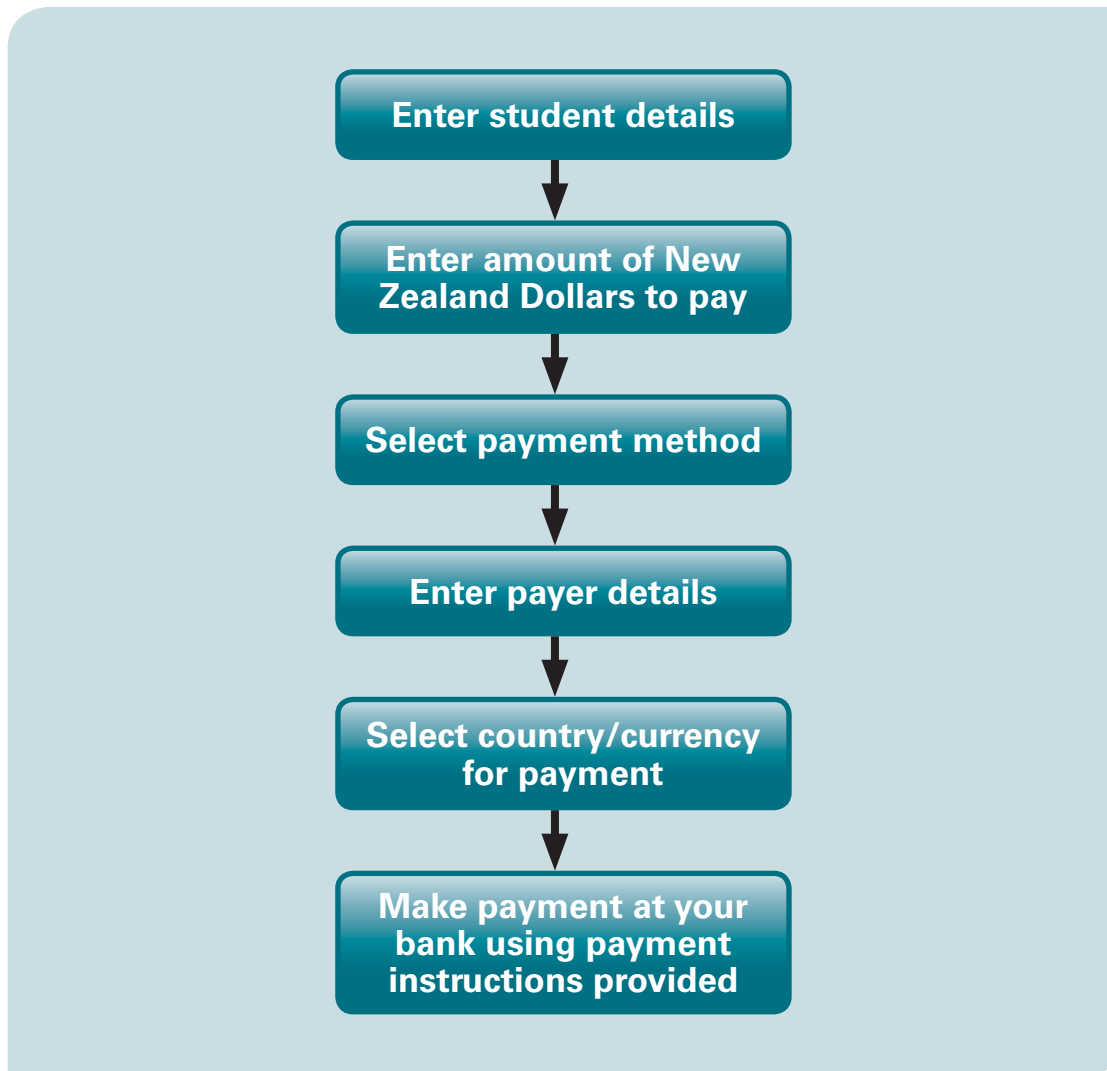
Please contact Western Union Business Solutions on:

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

The screenshot shows a web interface for Western Union Business Solutions. At the top, there is a navigation bar with links for HOME, INFORMATION, and FAQs, and the Western Union Business Solutions logo. Below the navigation bar, the main content area contains instructions for proceeding with the payment process. The instructions are as follows:

- Enter your student information below and then click NEXT
- Input the amount you wish to pay in NZD
- 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 or through your own bank's internet banking

Below the instructions, there is a form with the following fields:

- Student ID: \* 12345678 (with a note: This must be an eight digit Student ID)
- Given Name: \* John
- Family Name: \* Won
- Date of Birth: \* (with a note: e.g. 20/01/1990)
- Email Address: \*
- Phone: \*
- Mobile: \*

A large teal arrow points from the 'NEXT >>' button to the 'Phone' field. The 'NEXT >>' button is located at the bottom right of the form area.

At the bottom of the page, there is a section for 'Payment queries' with the following information:

- Any questions regarding your tuition fees, please contact your institution
- For general enquiries regarding this payment system please contact [studentpayments@westernunion.com](mailto:studentpayments@westernunion.com)
- Mon – Fri 8:30am-6:00pm (Australia Eastern Standard Time) Ph: +61 2 8585 7999

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

The screenshot shows the 'YOUR ACCOUNT' section of the WU Business Solutions Student Payment Platform. Under 'ITEMS FOR PAYMENT', there are two tabs: 'Select items for payment' (active) and 'Totals'. Below the tabs, a message states: 'Please select the items for payment and enter the amount to be paid.' A table with the following columns is displayed: Description, Payee, In favour of, Amount (NZD), and Notes. The first row shows a checked checkbox for 'Deposit / Tuition Fees', with 'University' as the payee and 'John Won' as the person in favour. The 'Amount (NZD)' field contains the value '10000', which is circled in red. A red arrow points from a text box to this field. To the left of the table is a 'CANCEL' button, and to the right is a 'NEXT >>' button.

Description	Payee	In favour of	Amount (NZD)	Notes
<input checked="" type="checkbox"/> Deposit / Tuition Fees	University	John Won	10000	

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

## Step 3: Enter Payment Currency

The screenshot shows the 'YOUR ACCOUNT' section of the WU Business Solutions payment platform. It includes a navigation bar with 'HOME', 'PAYMENT ITEMS', 'INFORMATION', and 'FAQs'. Below the navigation bar, there's a section titled 'YOUR ACCOUNT' with a sub-section 'ITEMS FOR PAYMENT'. This section contains a table with columns for 'Description' and 'Amount to pay'. The table lists 'Payments to University' with a sub-item 'Deposit / Tuition Fees for John Won' for \$10,000.00. The 'Total to pay' is NZD \$10,000.00, and the 'Total to pay in billing currency' is SGD 13,043.00. Below the table, there's a dropdown menu for selecting the currency or country, with 'SINGAPORE (SGD)' selected. A red circle highlights the dropdown, and a red arrow points to it from a text box. The text box contains instructions for selecting the currency and clicking 'Next'.

Description	Amount to pay
Payments to University	
Deposit / Tuition Fees for John Won	\$10,000.00
Total to pay	NZD \$10,000.00
Total to pay in billing currency	SGD 13,043.00

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

Make a payment in 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'.

## Step 4: Enter Billing Information

HOME PAYMENT ITEMS INFORMATION FAQs WU BUSINESS SOLUTIONS

**Your details**

Your name: John Won

**Payment instructions by email**

Email address: sample@email.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.

**Company/payer details**

Company/payer: John Won

Company/payer address: 77 Robinson Road #35-01 Robinson 77 Singapore 068896

Company/payer country: Singapore

**Payer's banking details**

Bank name: Singapore Central Bank

Country: Singapore

**Payment**

University: NZD \$10,000.00 paid as SGD 13,043.00

CANCEL BACK NEXT >>

i. Enter required details.



## Step 5: Payment Conditions

HOME PAYMENT ITEMS INFORMATION FAQs

WU BUSINESS SOLUTIONS

ITEMS FOR PAYMENT

Please confirm the Condition.

Select Items for payment Total and Currency Details Conditions Receipt

Your details

Name: John Won

Email confirmation

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

Company/payer details

Company/payer: John Won

Company/payer address: 77 Robinson Road #35-01 Robinson 77 Singapore 068896

Company/payer country: Singapore

Payment

University NZD \$10,000.00 paid as SGD 13,043.00

Conditions

The following screens will provide you with the bank account details for settling to the company via Western Union Business Solutions. You will need to print this document, take it to your bank and instruct them to make the payment as soon as possible. The rate is valid for 72 hours from the time indicated above by which time the currency must be transferred to the Western Union Business Solutions bank account. If you have not instructed your bank within 72 hours, you are required to re-submit your request by logging onto the company website and follow the procedure for payment again. Western Union Business Solutions will only transfer the equivalent of the amount received on the Western Union Business Solutions Account.

☒ 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'.



# Step 6: 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 or.
2. Transfer funds via your online banking service (if applicable).

Bank identifier: SWIFT: SCBLSGSG Clearing Code: 714400  
Bank name: Singapore Central Bank  
Bank address: 36 Market Street, #01-707  
SINGAPORE 460210

**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 11,802.00

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

**The following is valid until:** 15 September 2013 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 New Zealand Dollars (NZD)
2. To ensure that your funds are successfully received, the payment reference must be in your bank's payment instructions.

Once the funds are received, they will be transmitted to your education institution.

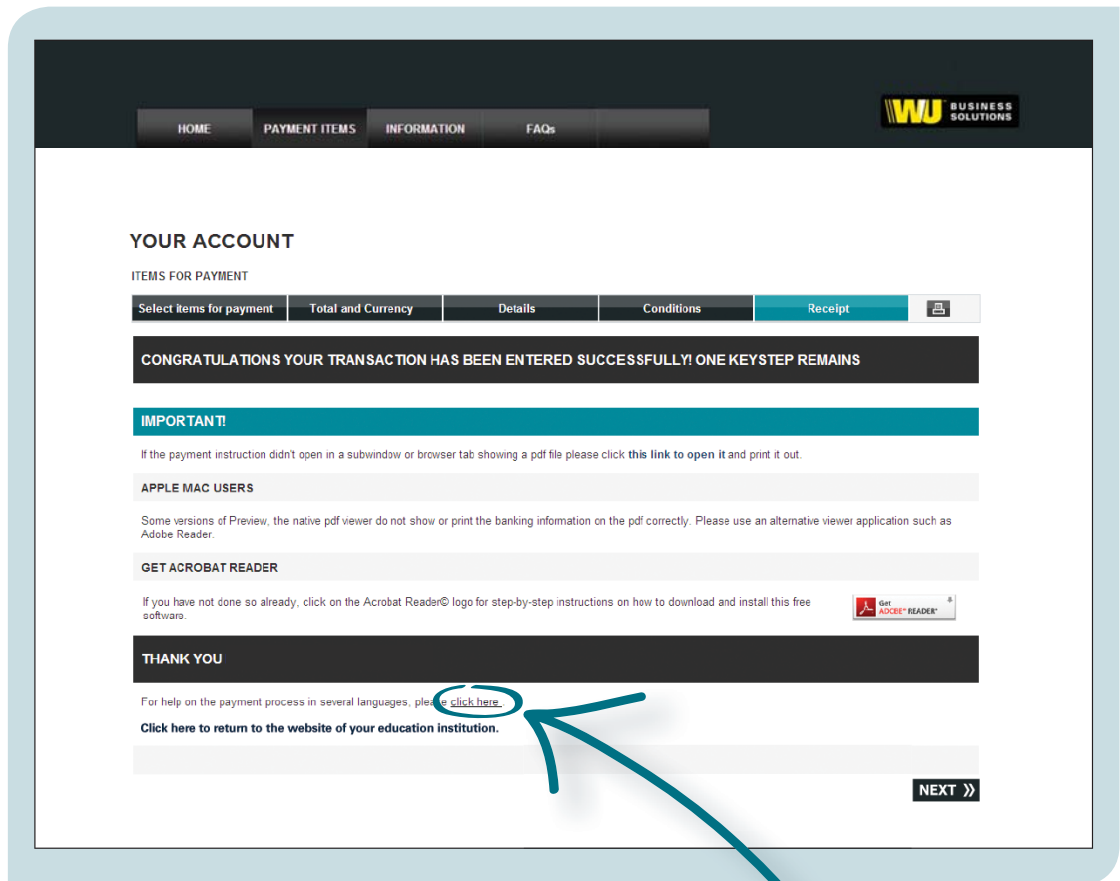
Remember, we're here to help. If you have any questions relating to this transfer, please contact Western Union Business Solutions at [studentpayments@westernunion.com](mailto:studentpayments@westernunion.com)

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.

# Step 7: Payment Instructions



From the final screen, you are able to access payment instructions in a range of languages. Click on the hyperlink as indicated above.







## 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 130 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.

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## Global Offices

### Australia

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Sydney, NSW 2000  
Australian Financial Services  
Licence No: 238290  
ABN: 95 086 278 659  
**[business.westernunion.com.au](https://business.westernunion.com.au)**

### United States

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

### Canada

Western Union Business Solutions  
Custom House ULC  
300-3680 Uptown Boulevard  
Victoria, BC V8Z 0B9  
**[business.westernunion.ca](https://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](https://business.westernunion.co.uk)**

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