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
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
Phone: +61 2 8585 7999
Monday to Friday 8.30am to 6.00pm Australian Eastern Standard Time (AEDT)
Steps to Make a Payment

1. Enter student details
2. Enter amount of Australian dollars to pay
3. Select payment method
   - OPTION A: BANK TRANSFER
     - Select country/currency for payment
     - Enter billing information
     - Acknowledge the conditions of payment
     - Make payment at your bank using payment instructions provided
   - OPTION B: CREDIT CARD
     - Input credit card details, select currency and make payment
     - Receive your payment confirmation
4. Input credit card details, select country/currency for payment
5. Enter billing information
6. Acknowledge the conditions of payment
Step 1: Input Student Details

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

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

Step 3: Payment Method

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

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

i. Enter required details.
Option A – Step 6
Bank Transfer – Payment Conditions

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: SCBLSGSG 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/BAN: 0100853641
Beneficiary address: Level 12  1 Margaret Street
                     Sydney  NSW  AUSTRALIA 2000
Amount to pay: SGD 14,137.00
Payment reference: 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 at
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

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

YOUR ACCOUNT

Select Items for Payment

TOTAL AND CURRENCY

CONDITIONS

Receipt

CONGRATULATIONS YOUR TRANSACTION HAS BEEN ENTERED SUCCESSFULLY!

IMPORTANT!

If the payment instruction didn’t open in a subwindow or browser tab showing a pdf file, please click this link to open it and print it out.

APPLE MAC USERS

Some versions of Preview, the native pdf viewer do not show or print the banking information on the pdf correctly. Please use an alternative viewer application such as Adobe Reader.

GET ACROBAT READER

If you have not done so already, click on the Acrobat Reader® logo for step-by-step instructions on how to download and install this free software.

THANK YOU

Click here to return to the website of Swinburne University of Technology

NEXT
Option B – Step 4
Credit Card – Payment Details

i. Enter credit card details.
ii. Then click ‘Next’.

Option B – Step 5
Credit Card – Payment Confirmation

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.

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