



# The WU<sup>SM</sup> GlobalPay for Students platform FAQs

## Making a payment

**Q** What are the benefits of paying my tuition and fees through Western Union Business Solutions GlobalPay for Students?

**A** Western Union Business Solutions has been designated by your college or university to process payments for tuition and fees. As a result of our agreement with your school, we provide you access to GlobalPay for Students, which allows you to pay your university tuition and fees in your domestic currency, quickly and conveniently. We've worked closely with your institution to ensure that your money arrives fast and in full—without delays, deductions, or last-minute changes to your exchange rate.

Our GlobalPay service allows your college or university to receive payments and makes it easy and affordable for students to pay in their local currency, so that you can proceed with your enrolment.

Using GlobalPay for Students, students can:

- Pay your Canadian school using your local currency quickly and conveniently.
- Get a foreign currency quote from the university website anytime.
- Relax knowing that once you pay, there will be no additional transaction charges, because Western Union Business Solutions processes student payments for your university. (Your bank may still charge a transaction fee.)
- Know that your payment will be received by your university with your reference information attached, ensuring it's posted to your account quickly.
- Secure an exchange rate for 72 hours, giving you certainty and security when it comes to the cost of your transaction.
- See your payment posted to your student account quickly (typically 2-5 business days from the time you initiate the payment).
- Take the uncertainty, additional expenses, and delays out of paying for your international education.



**Q** How do I see the applicable exchange rate and make a payment?

**A** **Step 1:** Access the Platform

- From the homepage, enter your student ID, name, and email address into the appropriate fields, and select “NEXT”

**Step 2:** View Your Exchange Rate and Get a Payment Quote

- Enter the amount you wish to pay in Canadian Dollars.
- Select your currency from the dropdown menu.
- An exchange rate and quote will automatically be generated. If you accept the quote, it will be secured for 72 hours.
- Payment instructions, including your payment reference number, will be generated when you accept the quote. Please print these off or save them.

**Step 3:** Transfer Your Funds

- Follow your payment instructions to transfer your funds using your bank, either in person at a branch, over the phone with customer service, or from online banking.

**Step 4:** We Finalize Your Payment

- Once you’ve initiated your funds transfer, it will generally take two (2) to five (5) days for payment to post to your student account in Canadian Dollars.

**Q** Who can I contact if I have questions about making a payment?

**A** Please contact Western Union Business Solutions. We can be reached by phone at +1 877 218 8829 or by email at [studentinquiries@westernunion.com](mailto:studentinquiries@westernunion.com).

If you would like feedback on the status of your payment, please email [studentinquiries@westernunion.com](mailto:studentinquiries@westernunion.com) with the following information:

- Student Name
- Student ID
- Payment Reference Number
- Date of Transaction
- Proof of payment from your bank (if you have already initiated the wire transfer)



## Wire Transfer-Specific Questions

**Q** What kinds of fees can I pay using this service?

**A** You can use GlobalPay for Students to pay any education-related costs assessed by your institution, like tuition, housing, and enrolment fees.

**Q** If I pay in my local currency, will the university receive Canadian (CAD)?

**A** Yes. Your school has an agreement with Western Union Business Solutions which authorizes us to accept payments in your local currency and remit the funds to your school in Canadian Dollars.

**Q** How can I find out the amount I owe in my local currency?

**A** Once you have selected your currency from the dropdown list, the system will automatically display the amount due in your local currency.

**Q** Why is my currency not available?

**A** If your currency isn't offered through GlobalPay for Students, you can pay using an alternative currency. The applicable exchange rate is competitive and your payment will still post to your student account quickly.

**Q** Do I need to include the payment reference number when I make my payment?

**A** Yes. Including your payment reference number ensures that your payment is easily identified and quickly posted to your student account. Your payment reference number is located on the payment instructions form that is created when you accept your payment quote. Please include your payment reference number in the Payment Reference field when sending your funds to Western Union Business Solutions.



**Q I forgot to include my payment reference number with my payment. Will my payment be delayed?**

**A** If you forgot to include your payment reference number there is a possibility that your payment will be delayed. Please contact us immediately by phone at +1 877 218 8829 or by email at [studentinquiries@westernunion.com](mailto:studentinquiries@westernunion.com).

Please have the following information available:

- Student Name
- Student ID
- Payment Reference Number
- Date of Transaction
- Currency paid
- Proof of payment from your bank (if you have already initiated the wire transfer)

**Q My bank will not allow me to make a payment to Western Union Business Solutions. Why?**

**A** Western Union Business Solutions is able to receive payments from any international bank. If you are experiencing problems, please contact Western Union Business Solutions for further assistance. We can be reached by phone at +1 877 218 8829 or by email at [studentinquiries@westernunion.com](mailto:studentinquiries@westernunion.com).

**Q How long do I need to wait before I can obtain another exchange rate quote?**

**A** After obtaining an exchange rate quote, you must wait 72 hours before you can re-quote. You may quote as many times as you like, but only once within a 72-hour period.



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