PAYER GUIDE

THE STUDENT’S GUIDE TO MAKING INTERNATIONAL PAYMENTS WITH FLYWIRE
WHY PAY THROUGH FLYWIRE?

• Flywire allows you to pay from almost any country or bank in your home currency

• No bank fees or further charges

• Competitive exchange rates and a best price guarantee

• Fast transfers – your payment is usually received by the university within 3-4 business days

• A guarantee that The University of Queensland will receive the correct amount once your payment is made, you don’t need to worry about fluctuating exchange rates!

• Payment tracking via a student dashboard, with notification via email once payment is received by The University of Queensland

• Flywire has a multi-lingual customer support team available 24/7, regardless of location or time-zone, accessible through live chat, email, or phone
STEP 1: GET STARTED

- After you have accepted your offer to study at The University of Queensland (UQ), you will receive an email notification when your invoice has been prepared.
- When you receive your email, log in to the UQ Online Application portal at apply.uq.edu.au. You will see the payment request notification.
- Click on the notification to navigate to the payment page.
- Once you are ready to submit your payment, select the Flywire payment method to initiate an international payment. You will be redirected to the secure Flywire portal.

Note: If you are in Australia and would like to submit your payment in Australian Dollars using a credit card, select this option instead and follow the prompts.
STEP 2: ENTER YOUR COUNTRY & SELECT PAYMENT TYPE

• You are now in Flywire’s payment portal. Enter the country you are paying from.

• Based on your country selection Flywire will automatically display your local currency rate with the appropriate payment options, such as traditional bank transfer or debit/credit card payment.

  • Traditional bank transfer (also known as a wire) is the most cost effective method. Please note that to complete the payment you will need to make arrangements with your bank (in-person, online, or over the phone) and send your funds to Flywire in your chosen currency.

  • Online Options - Based on your country, you may have online payment options available which will allow you to make an online payment in your home currency. Flywire handles the foreign exchange so you will know the exact amount that will be deducted from your account before making your payment.

• Flywire will then convert your currency and pay The University of Queensland.

• If you have an account in a different currency that you would prefer to use, select that country in the “what country are you paying from” field instead.

• If you select your home country, but you don’t see your home currency, not to worry — you can always pay in AUD or select a different currency. The process and benefits will remain the same, however, your bank will handle the foreign exchange before sending the funds to Flywire.

**Payment**

* In Australian Dollars, the amount you want University of Queensland to receive

$1,000.00

* What country are you paying from?

United States

**Why pay through Flywire?**

• Eliminate hidden bank fees – ensure your institution receives the correct amount.

• Save on exchange rates – in most cases you can make a payment in your home currency. Flywire will process the currency exchange – offering you wholesale exchange rates, unmatched by traditional banks.

• Peace of mind – 24 hours multilingual customer support when you need it most. Know where your payment is in the bank transfer process.

**Payment Options**

<table>
<thead>
<tr>
<th>Payment Method</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Domestic Bank Transfer in US Dollars (USD)</td>
<td>774.00 USD</td>
</tr>
<tr>
<td>VISA: Debit/Credit in USD</td>
<td></td>
</tr>
<tr>
<td>Supports VISA</td>
<td></td>
</tr>
<tr>
<td>MasterCard: Debit/Credit in USD</td>
<td></td>
</tr>
<tr>
<td>Use this option for cards issued in USD</td>
<td></td>
</tr>
<tr>
<td>Supports</td>
<td></td>
</tr>
<tr>
<td>805.00 USD</td>
<td></td>
</tr>
</tbody>
</table>

**Cost**

805.00 USD
STEP 3: LOGIN/CREATE ACCOUNT & ENTER PERSONAL DETAILS

• Enter your name, email, and password to create an account (this will allow you to track your payment each step of the way). In addition, your payment details will be saved and pre-fill for your next payment.

• Follow the prompts to fill in your personal details and contact information.

• Click the Continue with Payment button.
STEP 4: CONFIRM PAYMENT DETAILS

- Please review and confirm the information for your payment.
- If you are paying via bank transfer, you will receive a deadline by which you should go to your bank and complete the payment. This payment due date will be listed on the payment details page at the bottom. (If you need more time, our Customer Support Department can allow for an extension at the time of booking. If you miss your deadline, you can also request more time in your dashboard. This deadline is not associated with UQ’s deadline).
- Click the Continue with Payment button.

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**Confirm Your Payment Information**

Please take a second to review your information

**Payment**

You will pay **774.00 USD** from **United States** via **Domestic Bank Transfer in US Dollars (USD)**, and **University of Queensland** will receive **1,000.00 AUD**

**Contact Information**

The person filling out this form is **Student**

**Student Information**

- OneStop Reference ID: FWOLA
- Online Application Reference Number: 00504225
- Student ID: 44407733
- First Name: Craig
- Last Name: Corpulent
- Date of Birth: 11/19/1985
- Student Email Address: tester082@mailinator.com

**Payer Information**

- First name of Payer: Craig
- Middle name: -
- Last name: Corpulent
- Address 1: 123 Main Street
- City: Boston
- State / Province / Region: MA
- ZIP / Postal Code: 02110
- Country: United States
- How can we reach you via phone if there are questions with your payment?: +1 123-243-5466

☐ I will initiate my payment of 774.00 USD no later than **Aug 03**.

**CONTINUE WITH PAYMENT** or **Edit payment information**
STEP 5: REVIEW PAYMENT INSTRUCTIONS & INITIATE PAYMENT (FOR BANK TRANSFERS)

• For a bank transfer (wire) you will be directed to your payment dashboard where you will receive payment delivery instructions. You can review the payment details and return as necessary to check the status of your payment.

• You can enter your mobile phone at the prompt if you would like to receive payment status updates via text. If you do not want to receive text updates click the “no thank you” link.

• For a bank transfer we recommend that you print the instructions to take to the bank when you make your payment. This will make the process clearer for you and the bank. Please make sure to include your Flywire payment ID in the details of your bank transfer.

• IMPORTANT: Your payment ID is only valid for this payment. Every payment requires a unique Flywire payment ID. This facilitates the payment tracking process.
STEP 5: REVIEW PAYMENT INSTRUCTIONS & SUBMIT PAYMENT (FOR CREDIT CARDS)

- For debit/credit card payments you will be taken to a web form to fill in your credit card information and complete your payment. Please note that funds will not be displayed on your student account immediately as your payment still needs to be processed and delivered to UQ.

- Please be sure to check your credit card limits to verify it can accommodate your payment size. In some cases you will need to call your bank to confirm your payment can be processed.

- You can enter your mobile phone at the prompt if you would like to receive payment status updates via text. If you would prefer not to receive text updates, click ‘no thank you’ at the prompt.

- Please note: if you need to submit more than one payment at a time due to daily credit card limits set in place by your credit card provider (or for other reasons), you will need to request a special payment booking by contacting the Flywire Customer Support Team. Once Flywire’s Customer Support team has been contacted, a Customer Support representative will inform you when you can log back onto UQ’s Online application portal at apply.uq.edu.au to submit any additional payments.

![Payment Form](image_url)

**Want to receive SMS/text updates on your payment?**

Enter your mobile number to get alerts when we receive and deliver your payment. Message and Data Rates May Apply

![Keep me updated button](image_url) or no, thank you.
STEP 6: TRACK PAYMENT STATUS ONLINE

- Your dashboard will be updated each step of the process, and you will receive a final email confirmation when payment has been delivered to UQ.

- The payment page in the UQ Online Application portal is also kept updated on the progress of your payment.

- Keep in mind that UQ may take 2-3 business days to post your payment to your account once they have received it.

- If you have not sent your payment within 2 days, you will receive a notification from Flywire asking if you need more time, want to cancel, or have already sent your payment.

- Should you have any questions along the way, contact Flywire 24x7 via email, live chat, or phone.
NEED HELP?

Customer Support Phone Numbers:
USA Toll free +1 800 346 9252
USA Local number +1 617 207 7076
Spain +34 96 065 3947
Canada +1 647 939 9424
Australia +61 (2) 800 69 729
United Kingdom +44 (20) 32 394 729
Hong Kong +852 81 703 729

Email: support@flywire.com
Online: flywire.com/help