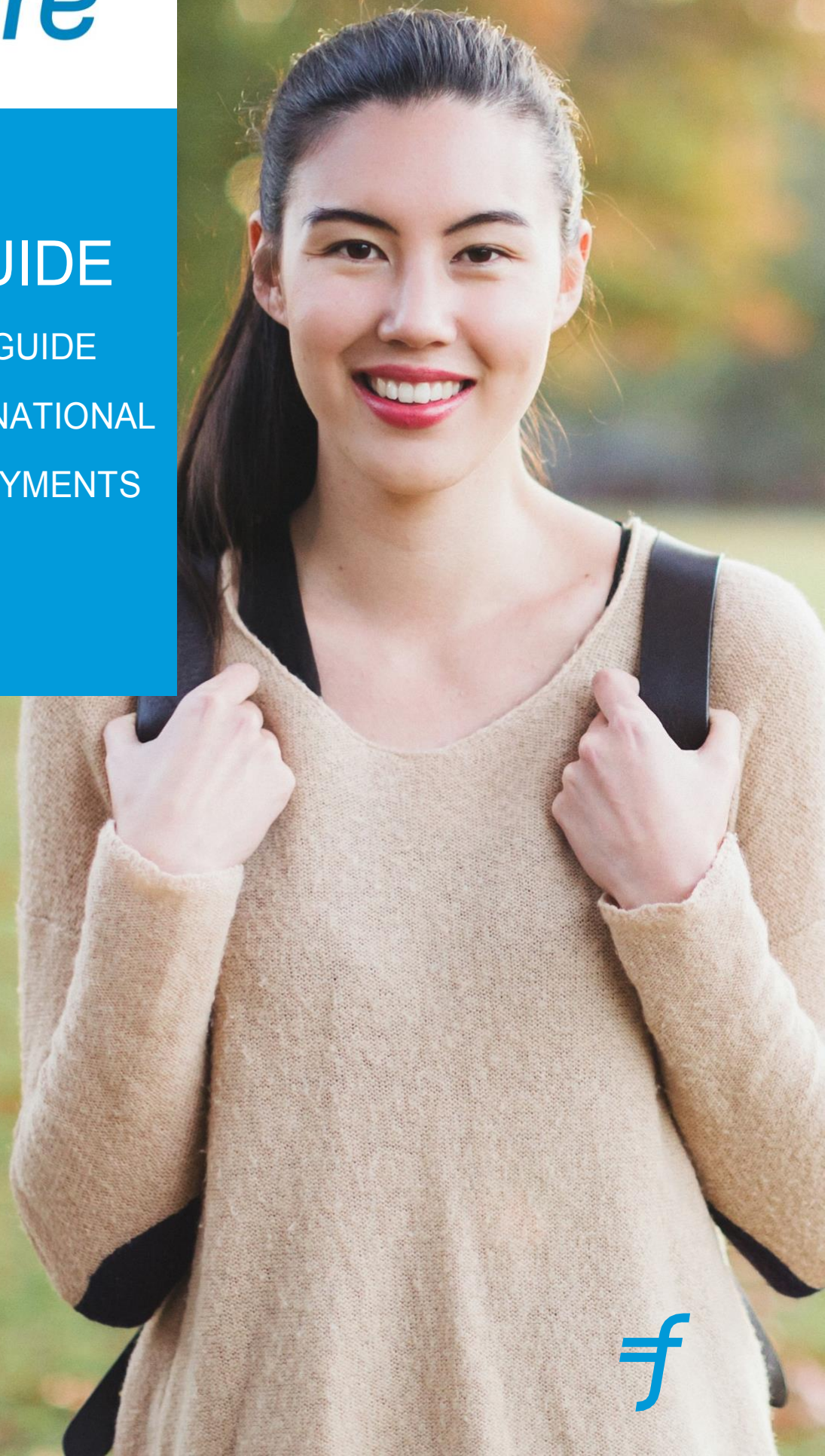




PAYER GUIDE

THE STUDENT'S GUIDE
TO MAKING INTERNATIONAL
EDUCATIONAL PAYMENTS



Step 1: Get started

- Visit www.flywire.com.
- Select “Make a Payment,” then select “Pay.”
- To go to The Hong Kong Polytechnic University (PolyU)’s portal directly, visit polyu.flywire.com and go to Step 3.

The screenshot displays the Flywire website interface. At the top left is the Flywire logo. On the right, there are navigation links for "Solutions", "English", and a "MAKE A PAYMENT" button. A dropdown menu is open under "MAKE A PAYMENT", showing options for "Pay", "Account", and "Support". The "Pay" option is circled in blue. Below the navigation is a large graphic of a globe with the Flywire logo and various international landmarks and currency symbols. The main heading is "Payments solved" with the tagline "Empowering opportunities globally and locally with convenient, secure, and reliable transactions". Below this are three service categories: Education, Healthcare, and Business, each with an icon, a brief description, and a "Learn more" link.

flywire Solutions English MAKE A PAYMENT

Pay
Account
Support

Payments solved

Empowering opportunities globally and locally with convenient, secure, and reliable transactions

Education

From convenient payment methods to payment plans, Flywire is your one-stop-shop for payment solutions.

[Learn more](#)

Healthcare

Empower your patients to settle their balances quickly and efficiently and improve your collection results.

[Learn more](#)

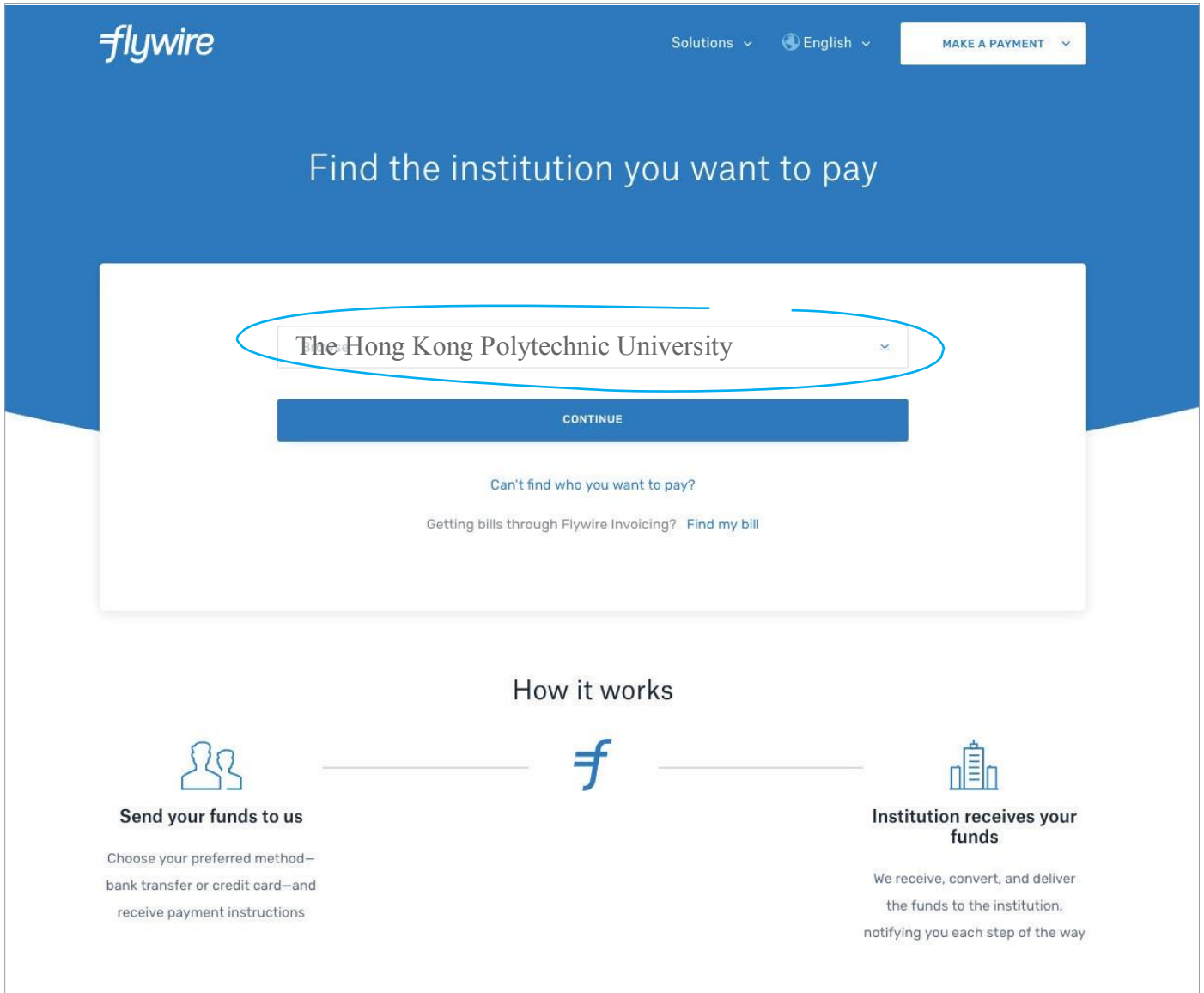
Business

Accept payments quickly and easily from all over the world, tracking progress each step of the way.

[Learn more](#)

Step 2: Find your institution

- Enter the name of the institution you want to pay or select them from the drop-down menu.



flywire Solutions ▾ English ▾ MAKE A PAYMENT ▾

Find the institution you want to pay

The Hong Kong Polytechnic University

CONTINUE

Can't find who you want to pay?
Getting bills through Flywire Invoicing? [Find my bill](#)

How it works

Send your funds to us
Choose your preferred method—bank transfer or credit card—and receive payment instructions

Institution receives your funds
We receive, convert, and deliver the funds to the institution, notifying you each step of the way

Step 3: Enter your country and payment amount

- Choose your home country from the drop-down menu.
- Enter the exact amount owed to PolyU in Hong Kong Dollars



Contact Help Log in English ▾

1. Payment Info

2. Payment method

3. Payer Info

4. Info for the receiver

5. Review & Confirm

6. Make payment

Your payment

The payment will come from

Country or region *
Singapore ▾

The Hong Kong Polytechnic
University receives

HK\$	Amount
	15,000.00

Amount will be formatted in the destination currency, in this case Hong Kong Dollars. i.e. 10,000.00 for ten thousand HKD.

NEXT →

Step 4: Select your payment method

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.
- Debit/credit card will allow you to make an online payment in your home currency. Contrary to a traditional international credit card payment, Flywire handles the foreign exchange so you will know the exact amount that will be deducted from your account before you make your payment. Please note that credit card payments are not available in every country.
- Flywire will then convert your currency and pay your institution.
- If you select your home country, but you don't see your home currency, don't worry — you can always pay in the currency of your institution or select a different currency by clicking the "I want to pay in another currency" link at the bottom of the page. Although the process and benefits will remain the same, your bank will handle the foreign exchange before sending the funds to Flywire.

Select your preferred payment method



Best Price Guaranteed Subject to terms and conditions



Bank Transfer in Singapore Dollar (SGD)

S\$2,667.00

SELECT



American Express in SGD

S\$2,667.00

SELECT

More info



VISA: Debit/Credit in SGD

S\$2,726.00

SELECT

More info



MasterCard: Debit/Credit in SGD

S\$2,726.00

SELECT

More info

I want to pay in another currency

Step 5: Enter the payer's information

- Enter the payer's personal details and contact information.
- Agree to Flywire's terms and conditions by checking the box at the bottom of the form.
- Click Next to continue.

Payer information

(*) required field

Email *
ronald.parker@test.com

First name *
Ronald

Middle name

Family name *
Parker

Address 1 *
123 Raffles Avenue

Address 2

City *
Singapore

State / Province / Region

Zip code / Postal Code

+ 65 ▾

Phone number *
12389860

Receive text notifications on your payment status

I have read, understand, and agree to the Flywire [Terms of Use](#) and [Privacy Policy](#)

← PREVIOUS

NEXT →

Step 6: Enter the student's contact information

- Enter the student's information, requested by the University
- Please ensure to enter the Student Number (e.g. 12345678X)/Application Number (e.g. 12345678) and Debit Note Number (e.g. 12345678) in the correct format, if entered incorrectly, it will prompt you with an error
- Click Next to continue.



[1. Payment Info](#)

[2. Payment method](#)

[3. Payer Info](#)

4. Info for the receiver

[5. Review & Confirm](#)

[6. Make payment](#)

Information for The Hong Kong Polytechnic University

(*) required field

Student Information

The person filling out this form is *

If Other, please specify:

Student Number/Application Number *

Student Full Name *

Debit Note Number *

[← PREVIOUS](#)

[NEXT →](#)

Step 7: Review and confirm your information

- Review the payer and student's information for accuracy. Use the "Previous" button if you would like to edit your information.
- Click Next to continue.

1. Payment Info	2. Payment method	3. Payer Info	4. Info for the receiver	5. Review & Confirm	6. Make payment
<h3>Review and confirm payment information</h3>					
Payment information		You will send S\$2,667.00	The Hong Kong Polytechnic University will receive HK\$15,000.00		
		Country or region Singapore			
Payment method		You selected American Express in SGD			
Payer information		First name Ronald	Middle name -		
		Family name Parker	Address 1 123 Raffles Avenue		
		Address 2 -	City Singapore		
		State / Province / Region -	Zip code / Postal Code -		


Step 8: For bank transfer payments: Review your payment instructions and make your payment

- Review and submit your payment to Flywire using the payment instructions provided.
- Once your payment has been submitted, you can use the tracking link provided, via email, to track your payment.

Follow the steps below to pay HK\$15,000.00 before June 26, 2019 or your payment will be cancelled automatically.




Status ● Payment pending Payment ID HKP792373897

You send to Flywire **S\$2,666.00** The Hong Kong Polytechnic University receives **HK\$15,000.00**

 Flywire is waiting to receive your funds.

1 Now, you need to make a bank transfer to us at your bank

Use your preferred option depending on your bank

-  **Online banking**
Open a new browser tab/page, access your bank and make a transfer using the instructions from step 2.
-  **Telephone**
Call your bank and make a transfer by phone using the instructions from step 2.
-  **In-person visit**
Print the instructions from step 2 and go to your bank in person to make the transfer.

Add this payment to your Flywire account

[ADD PAYMENT](#)

Manage your payment

- [Edit payment details](#)
- [SMS notifications](#)
- [Confirm funds were sent](#)
- [Cancel payment](#)
- [Download payment receipt](#)
Your payment receipt is not available for download until after the payment reaches its destination

2 Make the bank transfer to Flywire

Use the payment instructions below to send the money to us. Keep in mind that it will take 2-3 business days to arrive to us.

Amount to pay	S\$2,666.00
Reference / Payment ID	HKP792373897
Remittance Information / Reference	HKP792373897 - The Hong Kong Polytechnic University
Beneficiary	FLYWIRE (SINGAPORE) PTE LTD
Beneficiary Address	230 Victoria Street, Bugis Junction Towers #06-03, Singapore 189024
Beneficiary Bank	Citibank N.A., Singapore Branch
Beneficiary Bank Address	Marina View, #17-01 Asia Square Tower 1, Singapore 018960
Beneficiary Account Number	0863907039
Branch Code	001
Bank Code	7214
Beneficiary Bank SWIFT/BIC Code	CITISOSG
Notes	- Please make sure that the Payment ID shown is included in the payment description or reference field. Otherwise, delays in processing your payment will be experienced - No cash deposits or checks/cheques accepted - Please send Singapore Dollars (SGD) to the above account. Sending any other currency will incur extra cost due to foreign exchange fees.
Detail of charges	OUR In a SWIFT, at field 71A "Details of Charges", from the available options BEN, SHA, OUR, select OUR. This field determines who pays the transfer charges.
Status	Please allow up to 72 hours for Flywire to update the progress of your payment on your dashboard. You will receive an email when that happens.

[DOWNLOAD AUTH LETTER AND INSTRUCTIONS](#)

Share your payment details

[SHARE](#)

Step 8: For credit card payments: Enter your card details

- Enter your card number, name, expiration date, and security code.
- Enter your information within 15 minutes to avoid your session timing out.
- Click Make Payment to continue.

HK\$15,000.00 ● Payment pending


Payment status

Follow the steps below to pay before March 29th 2018 or your payment will be cancelled automatically.

Payment details

You're sending	They're receiving
SGD 2667.00	HK\$15,000

Payment ID
HKP807704528 }

Payment details 


* Indicates a required field

Card number *

Cardholder's name *

Expiry date *


Month Year

Security code  Last 3 digits on the back of card

Contact details ✓
+34 432 543 123, zli@gmail.com

Manage your payment

- SMS notifications
- Cancel payment

POWERED BY 

St. Olaf College address: 1520 St. Olaf Ave

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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 +1 647 930 9424

Australia +61 (2) 800 69 729

United Kingdom +44 (20) 32 394 729

Hong Kong +852 30 184 814

South Korea +82 070 4732 6769

flywire.com/support

flywire

English Receive Payments How to pay Help Login

How can we help you?

Enter a question SEARCH

Getting started Creating & sending payments Tracking & troubleshooting

Top questions

Browse our most commonly asked questions

How do I cancel my payment? Common questions about refunds

How do I change my payment method? Do you accept credit cards/ debit cards?

What is an A2 form? Why is my credit card payment not going through?

Which currency exchange rate will be applied to my payment? Do you charge any fees?

I forgot my Flywire account password. What do I do? How long before my institution receives the money?

Paying from a specific country?

China India Korea

flywire.com/contact

flywire

English Receive Payments How to pay Help Login

Contact us

Give us a shout about anything related to Flywire. We are usually pretty quick to reply, but responses could take up to 24 hours.

* Full Name

* Email

* Message

SEND

Need Immediate Help?

USA & CANADA Toll free	+1 800 346 9252
USA Local number	+1 617 207 7076
Spain	+34 96 065 3947
Australia	+61 (2) 800 69 729
United Kingdom	+44 (20) 32 394 729
Hong Kong	+852 30 184 814
South Korea	+82 070 4732 6769
Singapore	+65 (3) 159 1945
Japan	+81 (50) 5846 6695
Thailand	+66 (60) 0035979
New Zealand	+64 (4) 8303373
Malaysia	+60-392126089

Skype Click here to call us
Email support@flywire.com

WeChat QR code for Chinese live support