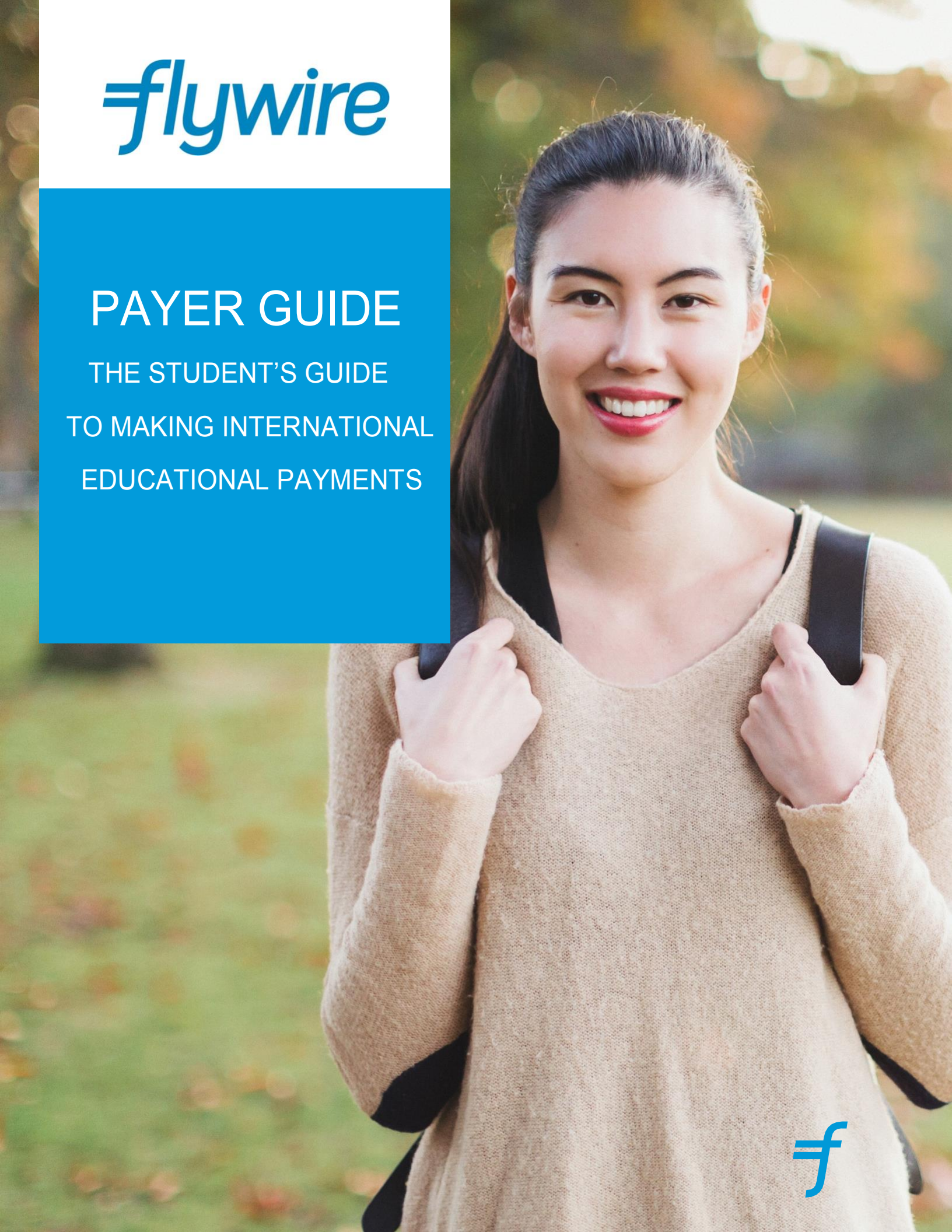
flywire

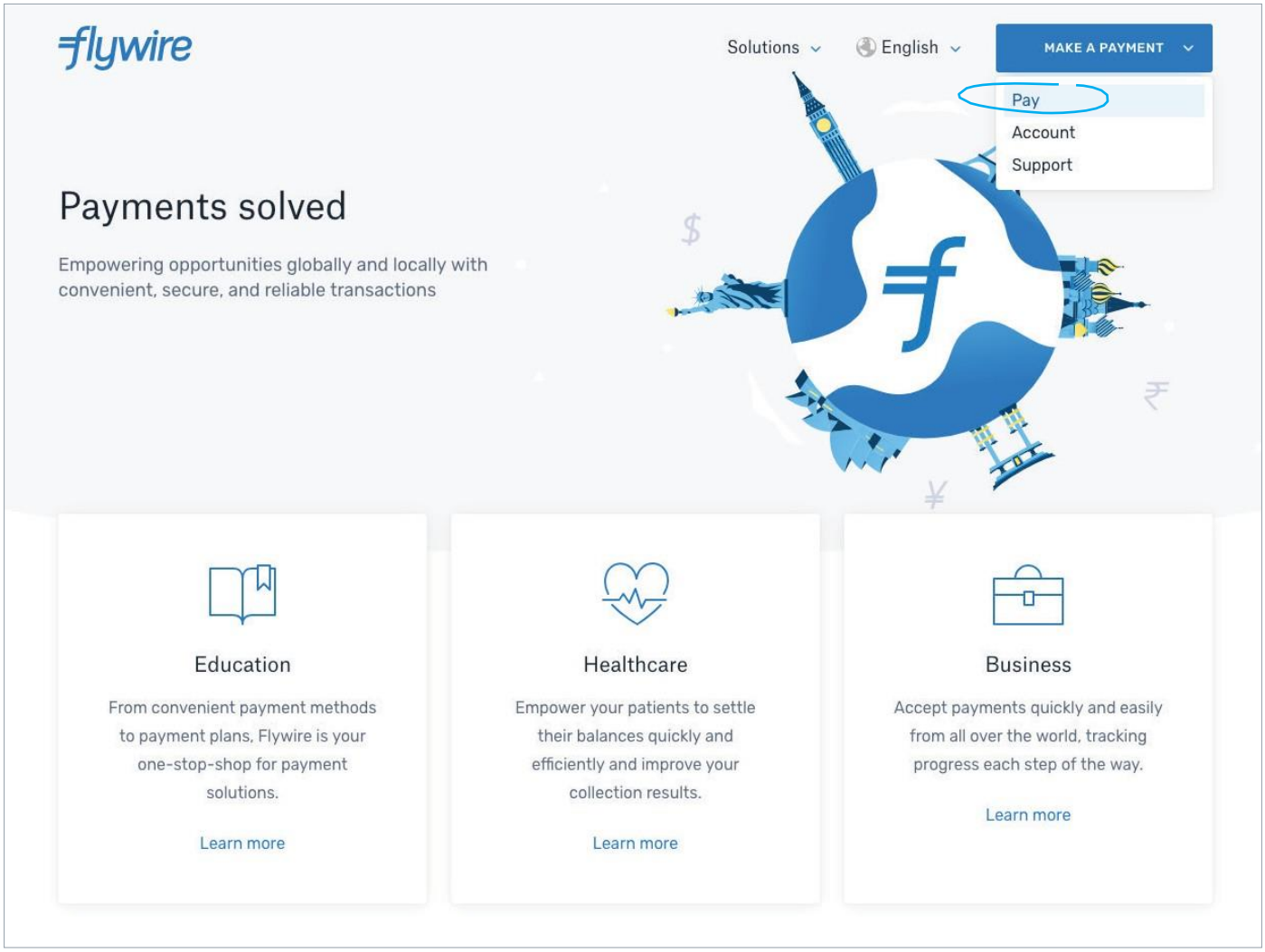
PAYER GUIDE

THE STUDENT'S GUIDE TO MAKING INTERNATIONAL EDUCATIONAL PAYMENTS



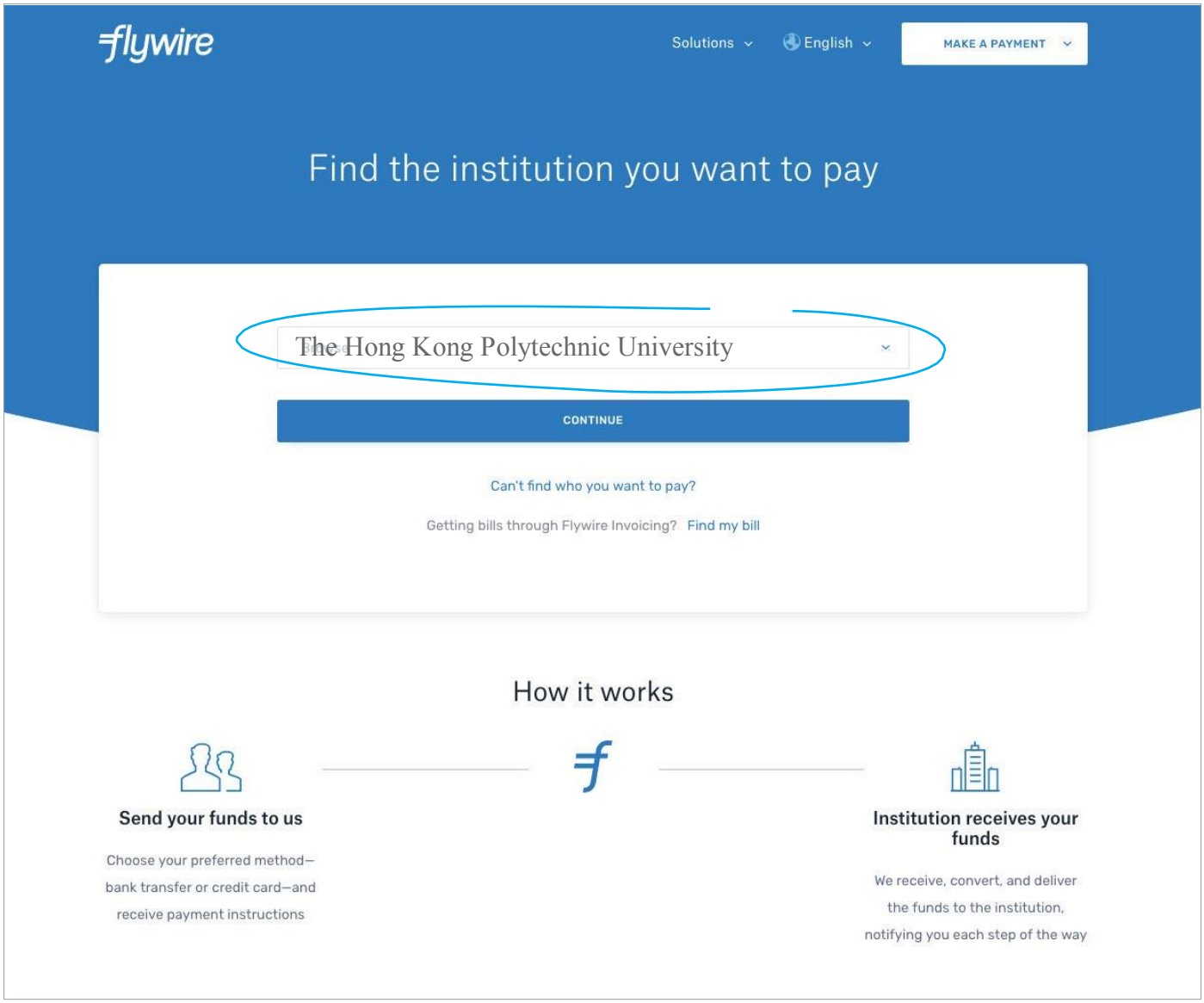
Step 1: Get started

- 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.



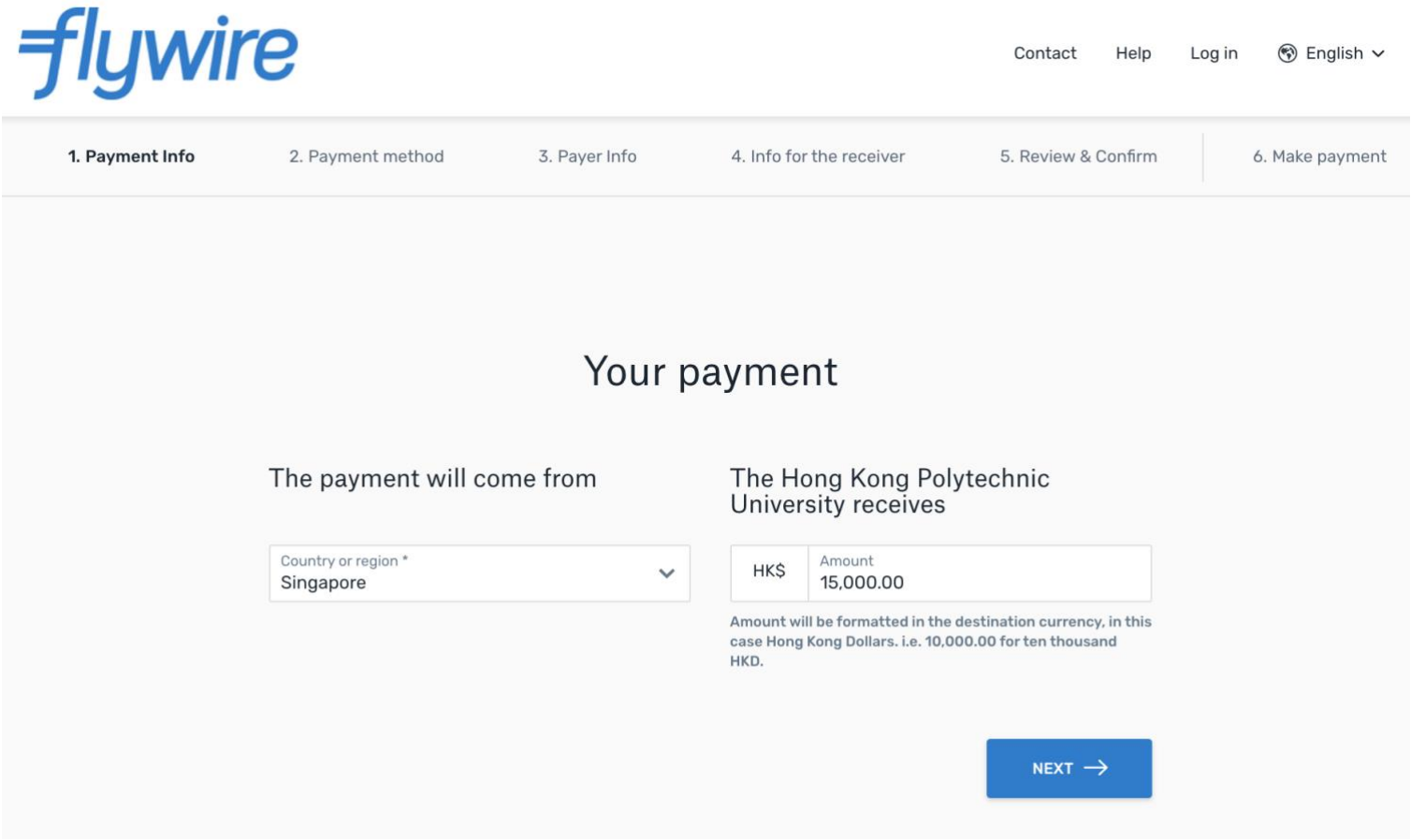
Step 2: Find your institution

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



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



Step 4: Select your payment method

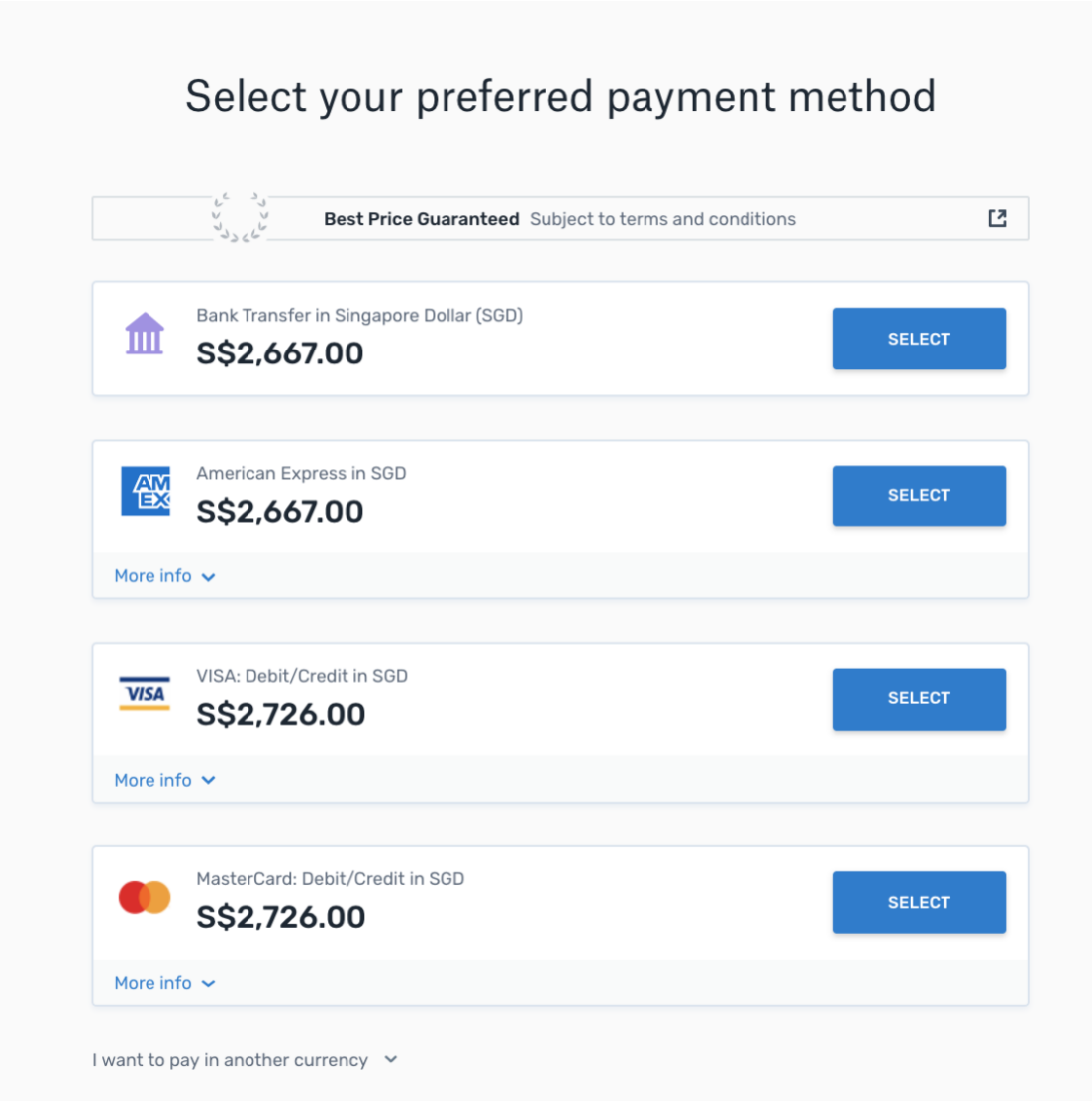
Based on your country selection, Flywire will automatically display your local currency rate with the appropriate payment options, such as traditional bank transfer or debit/credit card payment.

- 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.

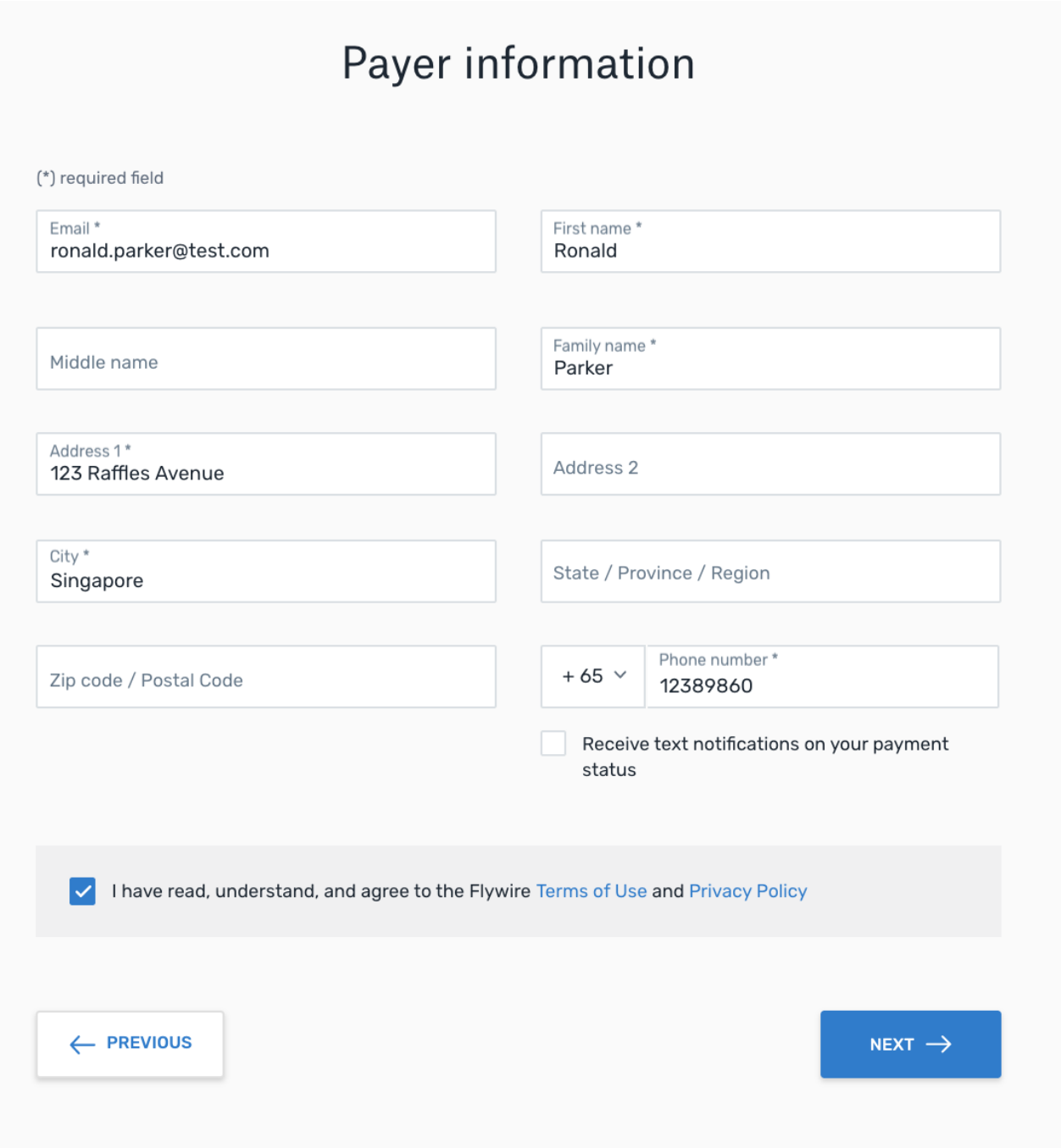
- Flywire will then convert your currency and pay your institution.

- 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.



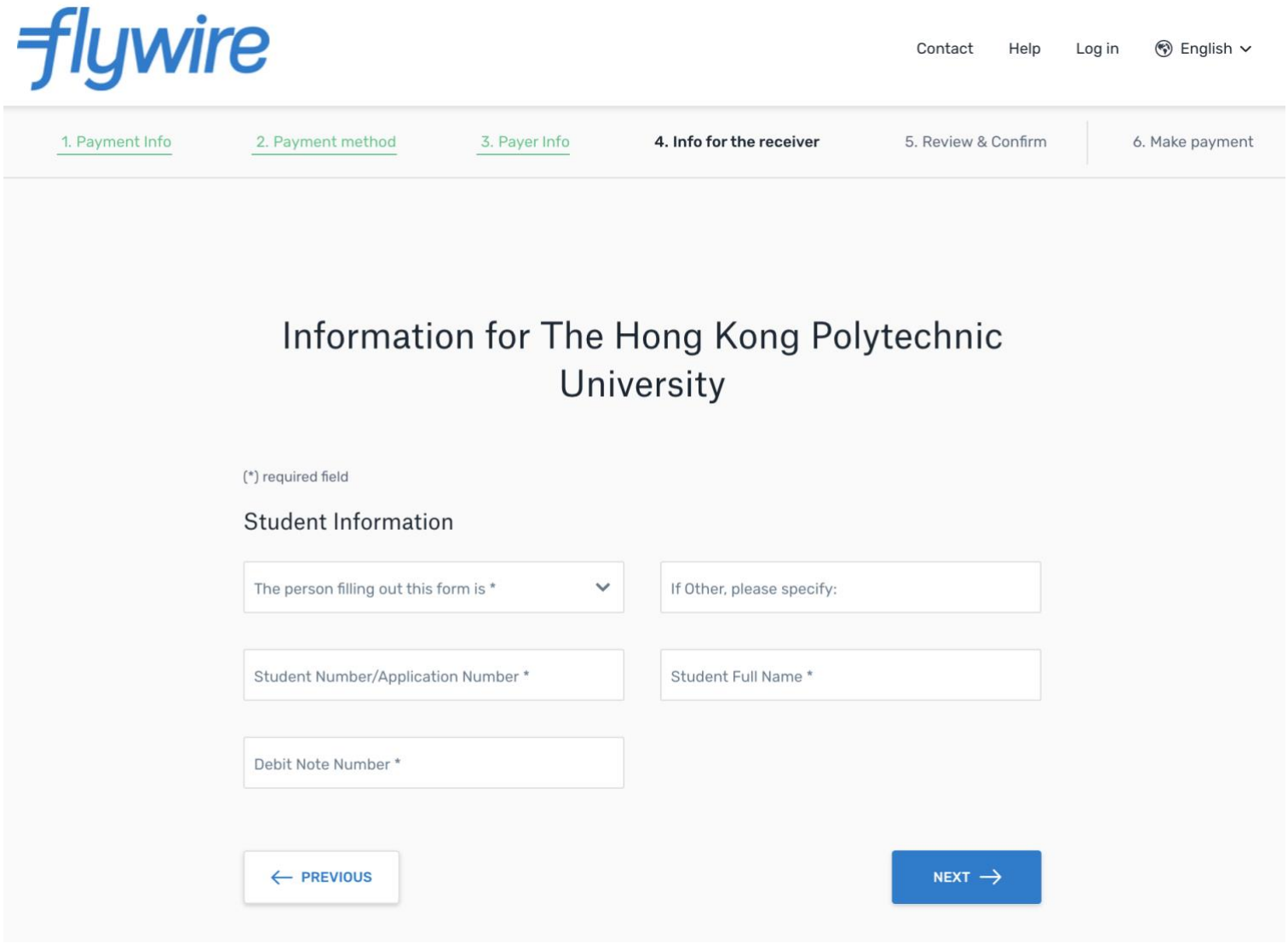
Step 5: Enter the payer's information

- 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.



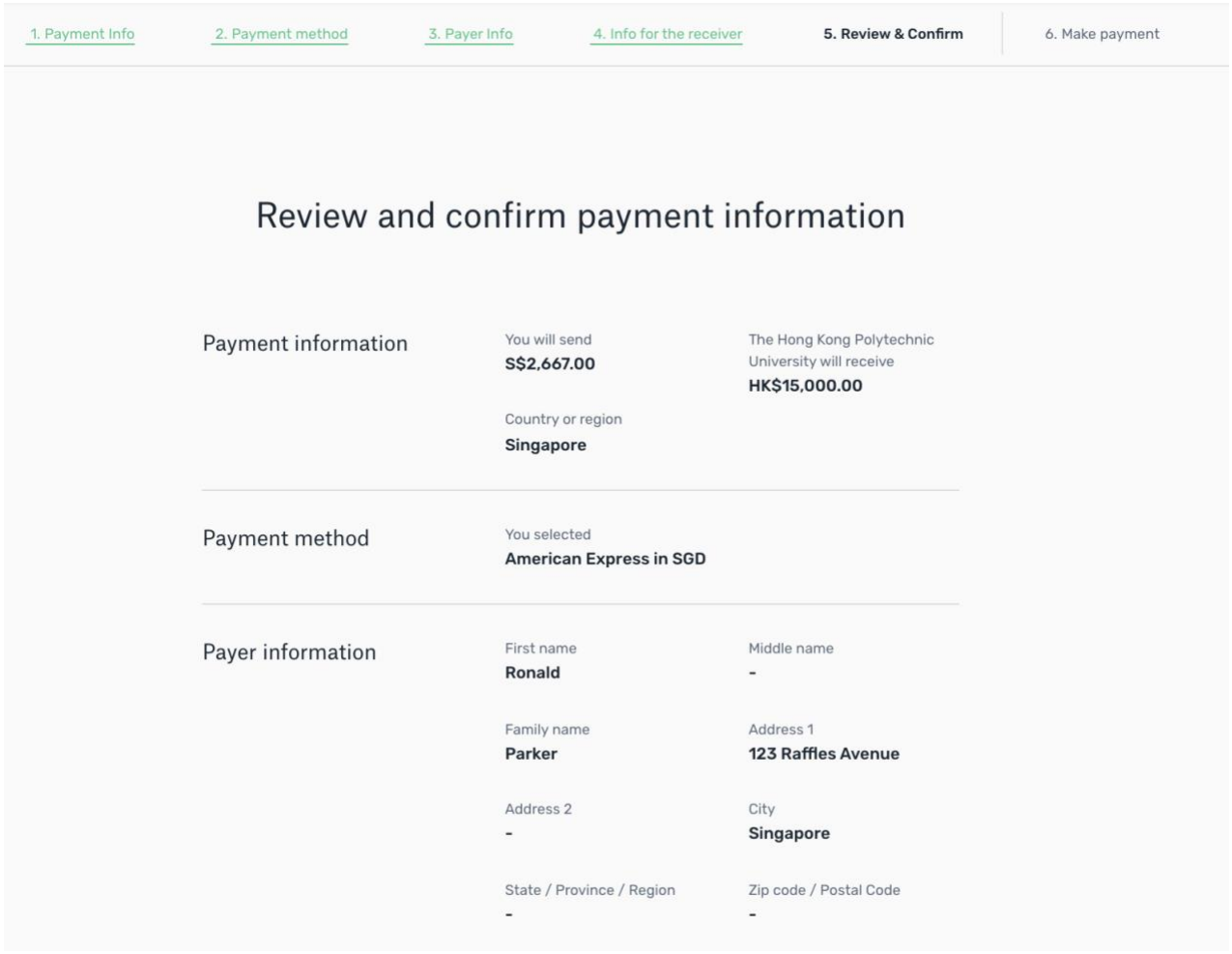
Step 6: Enter the student's contact information

- 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.



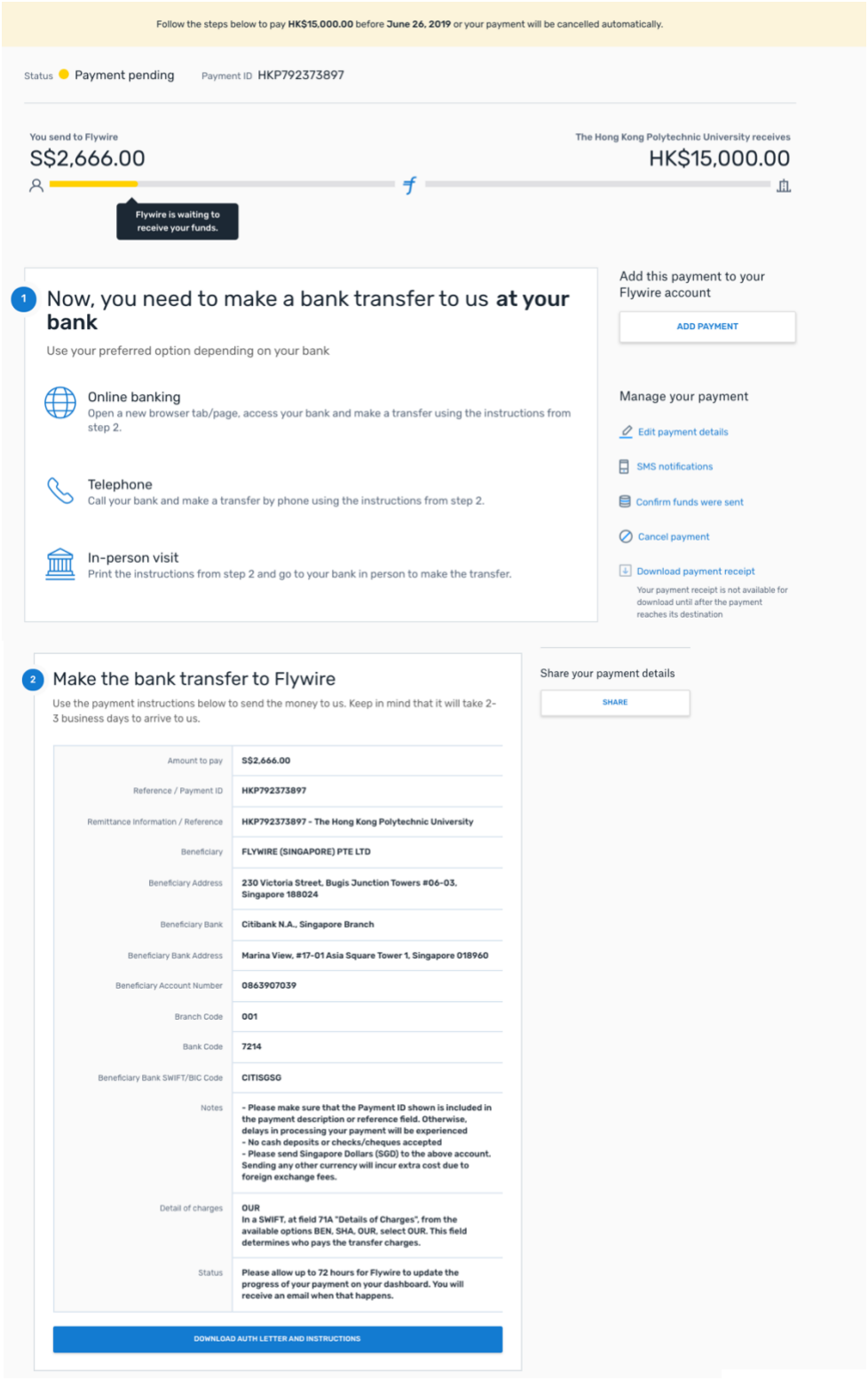
Step 7: Review and confirm your information

- 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.



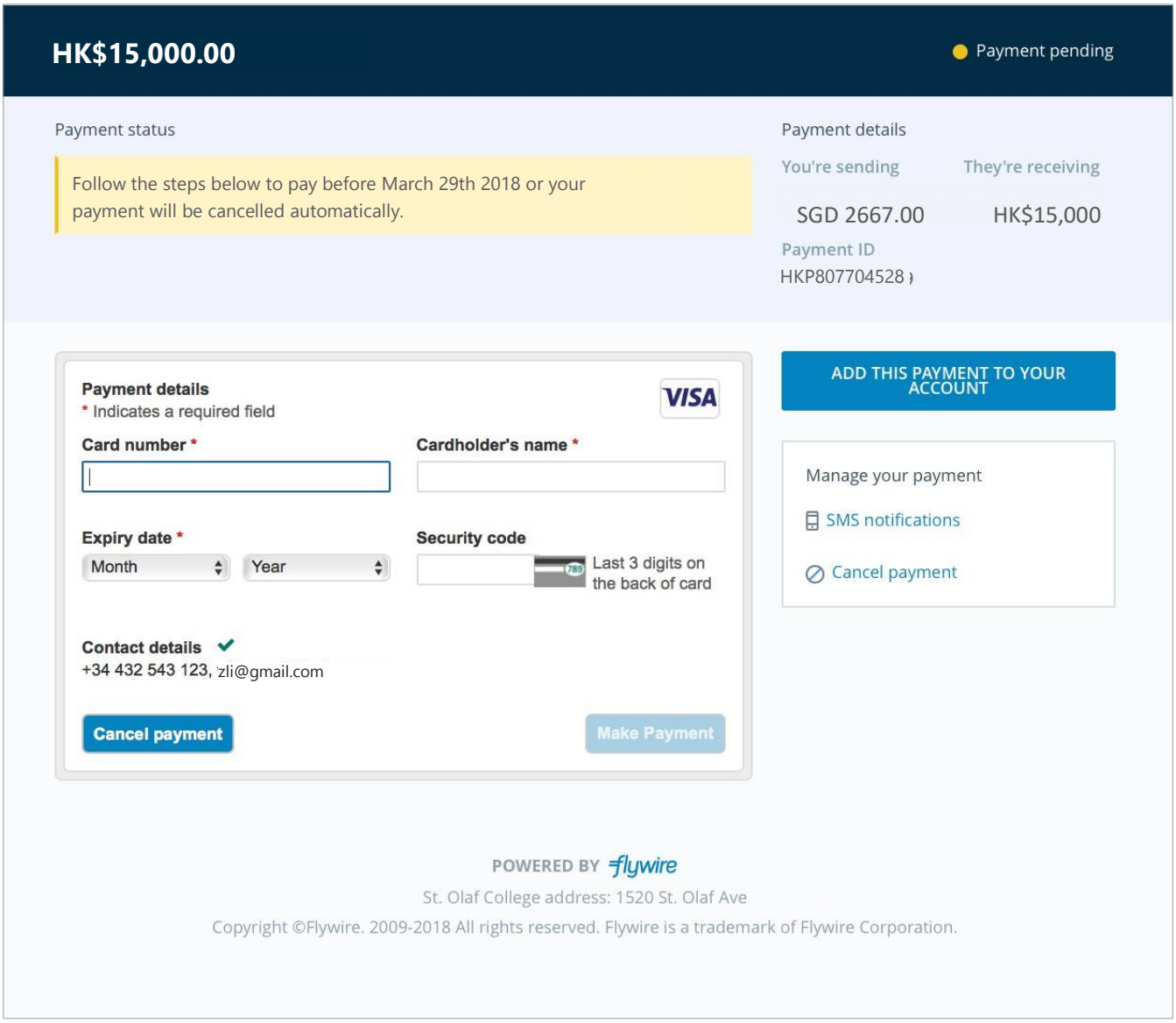
Step 8: For bank transfer payments: Review your payment instructions and make your payment

- 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.



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.

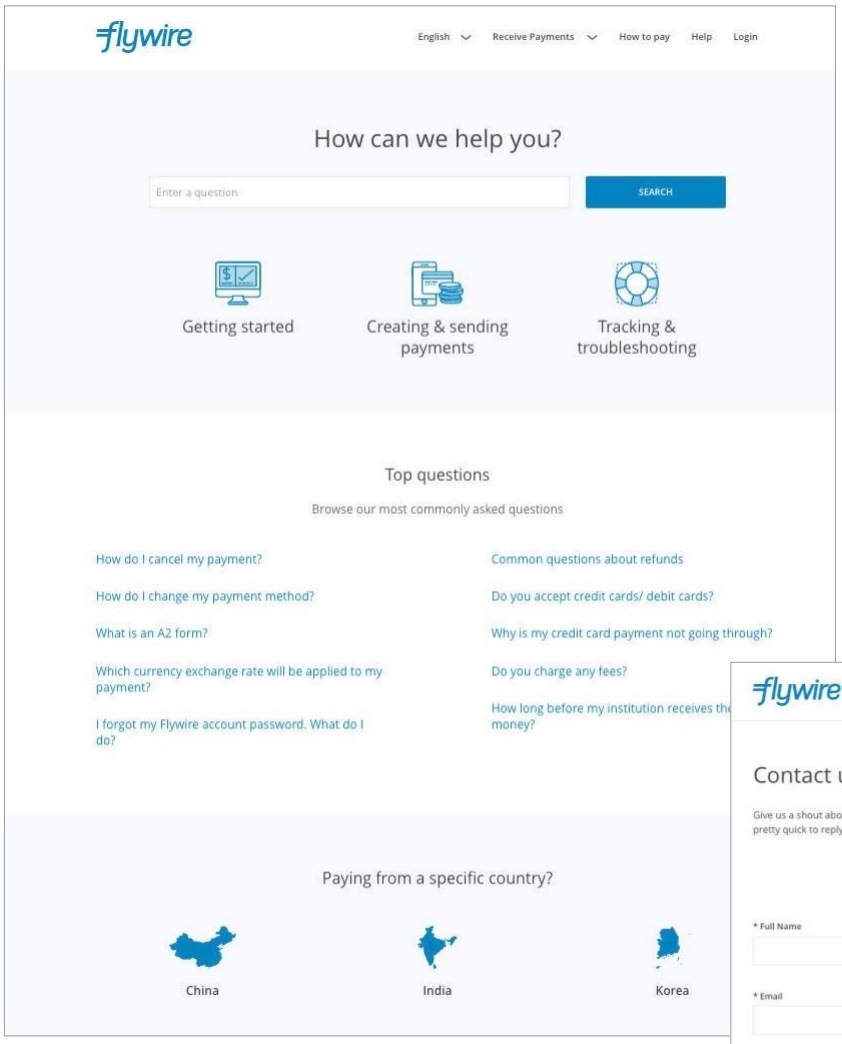
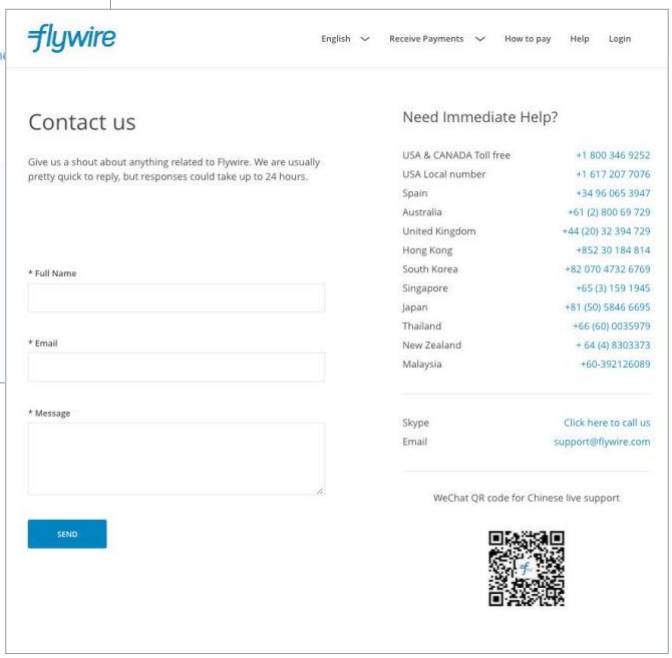


Need help?

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.com/contact