

# How to Make a Payment with Flywire

## Step 1: Log into the myUT portal

- Click View/Pay Your Bill
- Select International Payment (Flywire) from the left toolbar

## Step 2: Move to UToledo's Flywire portal

- Your tuition balance, student ID, and other identifiable information will be pre-filled for you

### Step 3: Enter your country and payment amount

- Choose your home country from the drop-down menu.
- Verify the exact payment amount you owe.

### Tell us about your payment

You pay from

Country (\*)  
China

University of Toledo gets

\$ Amount (\*)  
5,000.00

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** We will beat your bank's rate 

-  国内银行间人民币转账 Domestic RMB Transfer 需上传学校出具的付款通知  
**CNY32,536.00** [SELECT](#)  
[More info](#) ▾
-  支付宝 - (Alipay.com)  
**CNY32,536.00** [SELECT](#)  
[More info](#) ▾
-  银联卡 - (UnionPay)  
**CNY32,536.00** [SELECT](#)  
[More info](#) ▾
-  网上银行 eBanking 需上传学校出具的录取通知  
**CNY32,699.00** [SELECT](#)  
[More info](#) ▾
-  MasterCard in RMB  
**CNY33,768.00** [SELECT](#)  
[More info](#) ▾
-  VISA in RMB  
**CNY33,768.00** [SELECT](#)  
[More info](#) ▾

[I want to pay in another currency](#) ▾

[Click for Live Chat Support](#)

## 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.

### Provide information about the payer

**Payer Information**

<input type="text" value="First name (*)"/>	<input type="text" value="Middle name"/>
<input type="text" value="Family name (*)"/>	<input type="text" value="Address 1 (*)"/>
<input type="text" value="Address 2"/>	<input type="text" value="City (*)"/>
<input type="text" value="State / Province / Region"/>	<input type="text" value="Zip code / Postal Code"/>
<input type="text" value="Phone number (*)"/> +86	<input type="text" value="Email (*)"/>

**Payer Information**

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

## Step 6: Enter the student's contact information

- Enter the student's personal details and contact information.
- Click Next to continue.

### Provide information requested by your institution

#### Contact Information

The person filling out this form is (\*)

#### Student Information

Payment Type <input type="text"/>	If Other, please specify: <input type="text"/>
Student ID (*) <input type="text"/>	First / Given Name (*) <input type="text"/>
Middle Name <input type="text"/>	Last name/Surname/Family Name (*) <input type="text"/>
Student Email Address (*) <input type="text"/>	Program of Study (*) <input type="text"/>
Expected year of program completion (*) <input type="text"/>	

## 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.

### Review & confirm payment information

Payment Information	You will send <b>CNY31,612.00</b>	Bryn Mawr College will receive <b>\$5,000.00</b>
	Country <b>China</b>	
Payment Method	Payment Option <b>国内银行间人民币转账 Domestic RMB Transfer</b>	
Payer Information	First name [Redacted]	Middle name -
	Family name <b>Li</b>	Address 1 [Redacted]
	Address 2 -	City <b>Qingdao Shi</b>
	State / Province / Region <b>Shandong</b>	Zip code / Postal Code <b>266033</b>
	Country <b>China</b>	Phone number [Redacted]
	Email [Redacted]	Sender's full name on National Identity Card [Redacted]
Contact Information	The person filling out this form is <b>Student</b>	
Student Information	Payment Type <b>Tuition</b>	If Other, please specify: -
	Student ID [Redacted]	First / Given Name [Redacted]
	Middle Name <b>Zhao</b>	Last name/Surname/Family Name <b>Li</b>
	Student Email Address [Redacted]	Program of Study <b>Undergraduate program</b>
	Expected year of program completion <b>2019</b>	

[← PREVIOUS](#) [NEXT →](#)

## Step 8a: 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 on this page to track your payment.

**\$5,000.00** to your institution ● Payment pending

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**Payment status** **Payment details**

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

You're sending CNY31,883.00	They're receiving \$5,000.00
Payment ID PTU490985358	

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### 1. Send the money to Flywire

You can make the bank transfer online or go to the bank. You will need the payment instructions below.

Payment instructions:

Amount to pay <b>CNY31,883.00</b>	Reference / Payment ID <b>PTU490985358</b>
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Status | 状态查询

Please allow up to 24 hours for us to update progress of your payment on your dashboard after your transaction. You will receive an email when that happens. Please note bank holidays and weekends will delay this process. If over 24 hours you haven't received any email, please contact us.  
我们将在您付款后24小时（不包含周末及假日）内更新您状态栏内的付款状态，到时您将收到来自我们的确认邮件，请您留意查收。如果超过24小时您仍未收到任何确认邮件，请您联系我们。

Beneficiary  
**peerTransfer Education Corp**

Remittance Information / Reference

Notes

Important info: Make sure to include your Transaction ID (PTU490985358) first in the "Remittance Information/Reference" of the bank form, followed by any other information.  
备注! 重要信息: 在办理学费汇款业务时(柜台或网银转账), 请务必先在银行汇款的附言(或备注、用途等)栏中(Remittance Information/Reference)填写学生的付款编号; 如有其它信息, 请添加于付款编号(PTU490985358)之后。  
*Disclaimer: This transaction involves cross-boarder settlement.*

Beneficiary Account Number

Beneficiary Bank

Contact Telephone Number:  
(+86) 021-33199771 peerTransfer (Flywire) 中国办公室的工作时间: 星期一到星期五 北京时间上午9点到下午5点

[PRINT AUTH LETTER AND INSTRUCTIONS](#)

**ADD THIS PAYMENT TO YOUR ACCOUNT**

Manage your payment

- [SMS notifications](#)
- [Confirm funds were sent](#)
- [Cancel payment](#)

[Click for Live Chat ...](#)

## Step 8b: 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.

**\$5,000.00** ● 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 CNY31,833.00      They're receiving \$5,000.00

Payment ID  
PTU490985358

**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](https://flywire.com/support)

**flywire** English Receive Payments How to pay Help Login

How can we help you?

Enter a question

**Getting started** **Creating & sending payments** **Tracking & troubleshooting**

**Top questions**  
Browse our most commonly asked questions

- How do I cancel my payment?
- How do I change my payment method?
- What is an A2 form?
- Which currency exchange rate will be applied to my payment?
- I forgot my Flywire account password. What do I do?
- Common questions about refunds
- Do you accept credit cards/ debit cards?
- Why is my credit card payment not going through?
- Do you charge any fees?
- How long before my institution receives the money?

**Paying from a specific country?**

**China** **India** **Korea**

[flywire.com/contact](https://flywire.com/contact)

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**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

**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](mailto:support@flywire.com)

WeChat QR code for Chinese live support

# Flywire Most Commonly Asked Questions

## Where is my money?

Please allow **2 to 3** business days from the date you sent us your money for Flywire to receive it. Please be aware that your University may take several business days to update the status of your billing record after they receive your payment.

If you do not hear from us within **4** days of sending us your funds, please send a SWIFT copy of your payment or a bank receipt to support@Flywire.com. These documents will help us determine why there is a delay in receiving your funds.

A bank receipt is needed if you sent funds to a local bank account in your home country. A SWIFT copy of your payment will be required if you sent the money to a bank account that is not located in your home country. Your bank should be able to provide you with these documents.

## Do you charge any fees?

Flywire gives you the freedom to pay in your home currency. Flywire doesn't charge any fees on payments made in your home currency. Instead, Flywire will apply a small margin on the foreign-exchange conversion. But, by securing wholesale rates, Flywire is able to ensure you get the lowest margin available – typically **50%** lower than traditional banks. Flywire does guarantee they will offer the lowest international transfer pricing, backed by our Best Price Guarantee.

However, for payments not made in your home currency, Flywire may apply a small convenience fee. To avoid this fee, Flywire recommends choosing your home currency.

Flywire eliminates hidden bank fees and ensures your University receives the correct amount. The total Flywire receives is the amount the University receives, as Flywire does not deduct anything from the payments Flywire process.

## Which currency exchange rate will be applied to my payment?

Exchange rates change quickly and constantly. Therefore, you need to compare peerTransfer's rates with other comparable options at the same time. Flywire has heard from students who turn to websites like YahooFinance, Xe.com, and Reuters to find up-to-date currency exchange rates. However, the quotes provided by these media sources are "mid-market" rates which are not available for individuals, but rather are the published rates for currency purchases over 1 million US dollars.

The retail banks that process your payment will add a margin based on several variables including the size of the transaction and the length of time they are guaranteeing the quoted rate for. It is important to note that rates found on bank websites are not always up-to-date. Flywire does recommend confirming any published rate directly with the bank.

Flywire aims to save money by providing a much more competitive exchange rate—up to **3%** better than retail banks. By grouping together multiple payments, Flywire is able to take advantage of better rates based on the larger volume. We can then share these savings with students and their families. It's a win-win for everyone!

## What if I can't complete the payment within the period you provided?

Flywire does understand that due to special circumstances, you may need more days to send us your money.

After three business days of booking a payment with us, if Flywire has not received your funds yet, you will receive an email asking how your payment is going. You will have the option to choose "I need more time". If you need more time you can click on the option called "give me 2 more days." This will delay your Flywire due date two more days and your bank instructions will not expire during this time.

If you are unable to see this option you can always contact our customer service team at support@Flywire.com. They can accommodate your special timing needs.

Please watch your school [payment deadline](#) closely in order to avoid late fees.

## How do you identify my payment once you receive it?

You **must** include your UToledo student ID (R#####) when you send us your funds. Our automated system will reconcile your payment using that information.

## My payment deadline is tomorrow. Will my funds arrive to the University if I send them to you today?

Flywire encourages students to allow themselves enough time to send us money prior to the payment deadline in order to avoid late fees. Payments should be started at least **3** days prior to your University's deadline. Flywire will not charge you any penalty, but your school may assess a late charge fee which, unfortunately, is out of our control.

### Is there a limit on how much money I can send?

The maximum payment is based on your student account balance. If you have a **\$0.00** student account balance you will not be able to make a payment.

### Is there a minimum amount required to make a payment through Flywire?

Due to the costs incurred when processing international payments, Flywire requires a minimum payment amount of **\$50** for each transaction.

### What is the "Best Price Guarantee" program?

Flywire is pleased to invite you to participate in our "Best Price Guarantee" program. If your bank is able to find a better exchange within two hours of booking a payment with Flywire, simply send us a bank receipt showing your bank's exchange rate. If their exchange rate is accurate and quoted within the two-hour window, Flywire will match the rate and award you a **\$25** gift card. Learn more at [www.flywire.com/bestpriceguarantee](http://www.flywire.com/bestpriceguarantee)