

Website Text Template

International Payments Page

TouchNet recommends including more detailed language about how to complete international payments with TransferMate on a dedicated page.

Remove banking information from your payment information pages to reduce direct bank wires outside of the online payment system.



International Payments

Your student account is the place for paying your tuition and fees online. Columbus State has teamed up with TransferMate to provide a streamlined and secure payment method through your student account that also reduces bank fees and improves your payment experience. With TransferMate, students can pay tuition and fees in their local currency from nearly any country.

What are the benefits?

- Accurate currency conversions
- Competitive exchange rates
- Local currency payment methods
- Faster payment posting to your student account
- Exceptional customer service

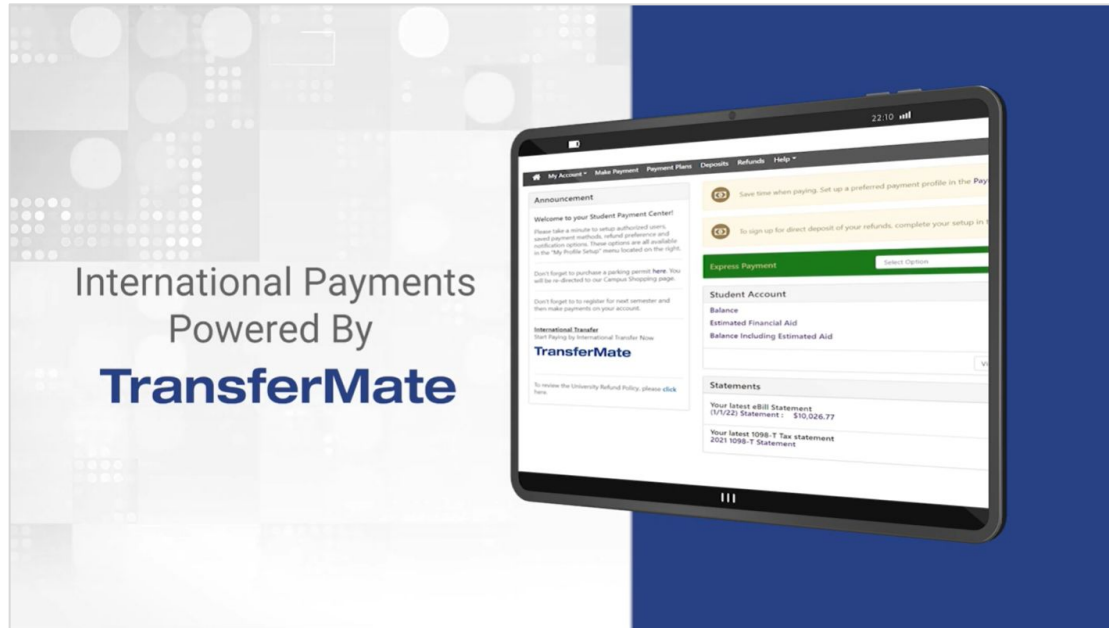
Get started by logging into your student account center. [Watch this video](#) for a quick demo, or download [step-by-step instructions](#) here.

[Institution] does not allow overpayments. If you transfer more funds than what is due on the student account, we may return the total or overpayment amount to the originating bank. Students may opt to keep the credit on their student account to cover future charges.

Overpayments will not be refunded.

Include FAQs for International Payments powered by TransferMate as appropriate for your institution. (See page 20 for reference)

Student Demo Video



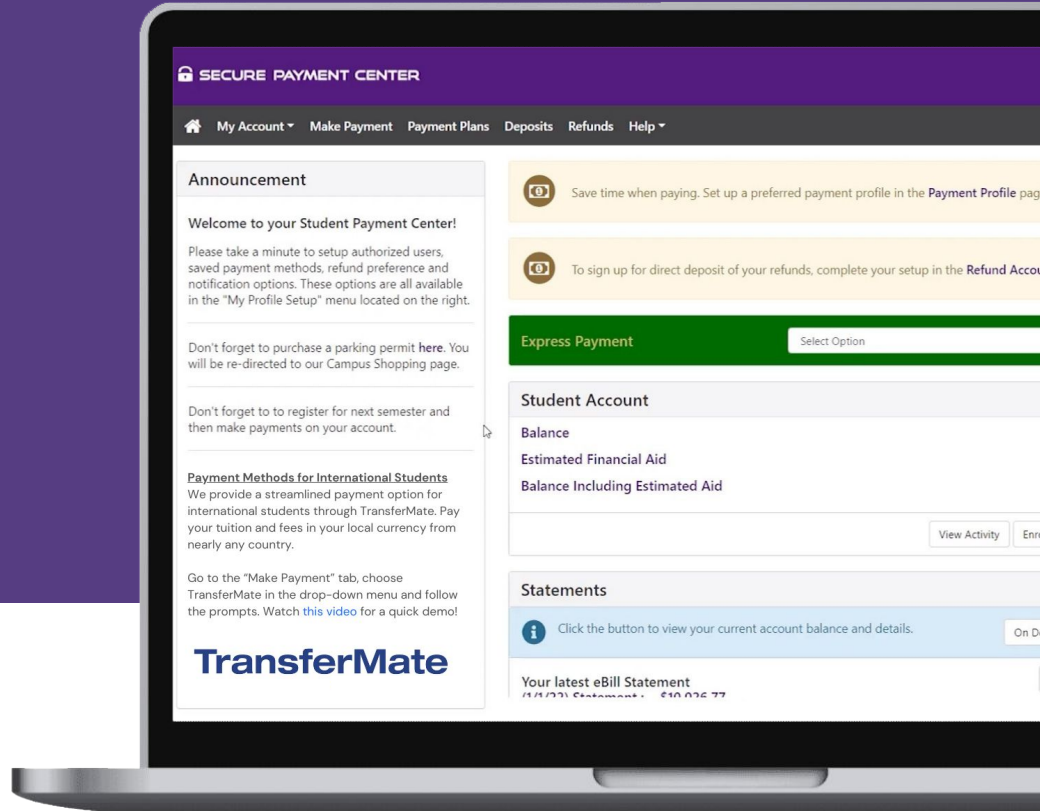
Link to this video throughout your communications with students.

Use this link directly OR download and host natively.

[VIEW AND DOWNLOAD VIDEO](#)

Payment Center Announcement

Provide clear path for international students to pay on the home screen within their student account center.



Announcement Template

Add TransferMate to Announcements in the Student Account Center

The announcements section is the last place to remind international students of their option to make a payment through TransferMate before they complete their payment.

To link to a video in the announcement section, the video must be hosted on your .edu website. To do so:

1. [Download the video file](#) from TouchNet's Vimeo account.
2. Upload to your .edu website.
3. Add link in Payment Center Announcements like the example to the right.

Payment Methods for International Students

[Institution] provides a streamlined payment option for international students through TransferMate. Pay your tuition and fees in your local currency from nearly any country.

Go to the "Make Payment" tab, choose TransferMate in the drop-down menu and follow the prompts. [Watch this video](#) for a quick demo!

TransferMate

Appendix A: FAQs and Authorized Users

FAQs

Text Template

Include as addendum to International Payments Page

FAQs can help reduce the number of questions your staff receives. Your staff should be prepared to answer questions about the payment process within the Student Account Center.

TransferMate can assist with transaction specific questions after the payment has been initiated through TouchNet.

Who can I contact for assistance?

For transaction-specific questions, contact TransferMate via Skype, Live Chat, Email or Phone. Details here:

<https://transfermateeducation.com/customerservice.aspx#>

For questions relating to your student payment center, contact [<institution's contact info>](#).

Will I be charged for using this service?

All international payments made through TransferMate are completely free of charge although you may be charged by your bank for making a local transaction, this is unfortunately out of our control.

Domestic transactions are subject to a \$20 fee to cover costs.

Why do I need to provide identification?

By law, TransferMate is required to identify the person transferring funds to their bank account. Your identification will ensure that you and your institution are protected against Money Laundering attempts.

How will I know if my payment has been successful?

Once your payment has been received, the pending payment will be removed and the transaction added to the Payment History in your student account center. Additionally, you will receive an email confirming that your payment was successful.

CONTINUED ON NEXT PAGE

FAQs

Text Template

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How long does a transaction take?

Once TransferMate has received your payment into the local bank account in your country, TransferMate sends your payment the same day from our account to your institution. These payments are generally received by your institution the same day if payments are received into our local account in your country before 2pm GMT.

When will my payment be posted to my student account?

Your payments will automatically be posted to your student account within 24–48 hours from payment completion.

Where are TransferMate payments shown in my Student Account?

When the student registers the payment it is displayed on the home page as a Pending Alternate Payment Method. Once the payment is made, and funds are confirmed by Transfermate, the student account is updated and it can be seen in the Payment and Account History.

Can my family or other authorized users have access to my Student Account?

Students may set up authorized users to view their billing information and or their student bill on their behalf. Please note that, in accordance with FERPA, this does not allow the authorized user to view the student's academic records, course schedule, or other personal information. Authorized users may view student account activity, make payments, and set up payment plans. [Link to instructions on how to add an authorized user.](#)

Adding Authorized Users

Text Template

Many international students have a parent, company or other organization that will be paying their tuition and fees. Make it easier for them to do so by making it clear that they can add an authorized user to pay on their behalf.

How do I add an Authorized User

Students may grant parents or other payers access by setting them up as an Authorized User in their student account. Authorized users may view student account activity, make payments, and set up payment plans.

- Log into [STUDENT ACCOUNT CENTER]
- On the right-hand side under My Profile Setup, click on the Authorized Users button.
- Click on Add Authorized User
- Type the email address and set permissions for your authorized user.
- An automated email including a link, username, and temporary password will be sent to your authorized user. They will use this information to log in and set up their profile.

After setup is completed, authorized users making tuition payments on your behalf will access the system directly through the dedicated Authorized User access. [\[Insert Authorized User link here\]](#)

Additional Information: Adding an authorized user is your written consent that an individual may view your account information and make payments on your behalf. Authorized users DO NOT have access to your stored payment methods, academic records, or other personal information.