Guide for Payment via Convera (in NUSFastPay)

- Log in to NUSFastPay.
- At the Account Dashboard, select "Education Records System" only. Note that if you add any other fees to your cart, the "Convera" tile will not appear for you to choose.

- Click "Add to Fees and Charges Cart"

- Click "Process Payment"

- Click the "Convera" tile

- Enter your NUS email address to receive the NUSFastPay receipt. Click "Continue".

- Read the message below and Click "Continue".

- You will enter the Convera page. Select the country where your bank account is located. Click "Get a quote".

- Select the currency that you want to pay in. You will see the amount you have to pay in that currency.

- Enter your first name and last name. Click Next.

- Select the payer, and enter all the info in the page below. Read the Terms of Use and Online Privacy Statement. Click "Proceed to payment".

- Note down the Reference Number starting with "ESG". This is your quote reference.
- Click "Download Instructions"

- Follow the instructions on the screen below to complete the payment at your bank's portal, paying to Convera the foreign currency amount (from Convera) and quoting Convera's Reference number (starting with "ESG") in the "Payment Description" field in your bank's portal.

How to complete your payment — convera

This quote can only be used for one (1) payment and is valid until 09/02/2023 10:46:06 SGT

(1) Generate a Quote
You have completed step one by generating a quote and you are on the way to sending your payment.

(2) Log into your online bank account OR **Go to your local bank branch**
Use the below details to set up your payment online.

Take this page into your bank and they'll do the rest.
Important: you cannot pay by cash or cheque.

Bank Instructions
Please use bank sort code and account number for local domestic transfers.
For all cross-border payments please use all account details provided below.

Payment reference **must** be included or your payment will not be processed.

Payment reference
CSGDEMOSG5673504

Make sure the currency you have quoted is the currency you're going to send.

Currency	Amount to be paid
GBP	8,376.15

Note: Convera may use bank accounts held under the names of other legal entities, such as "Custom House Financial (UK) Limited," or "Western Union Business Solutions."

Beneficiary
Name — Western Union Business Solutions
Address — 12 Appold Street

Beneficiary Bank
Name — Barclays Bank PLC
Address — 1 Churchill Place

Bank Sort Code — 200605
Account/IBAN — 23908119 / GB76BARC20060523908119
SWIFT — BARCGB22

(3) Track your payment
Please allow 5-7 business days for the money to reach your institution.

students.convera.com/#!/tracking

NUS National University of Singapore

Email us at: StudentSupport@convera.com
Please include payment reference number and proof of payment for prompt response and resolution.

Tracking of payment status

You can trace the progress of your payment via any of the following options:

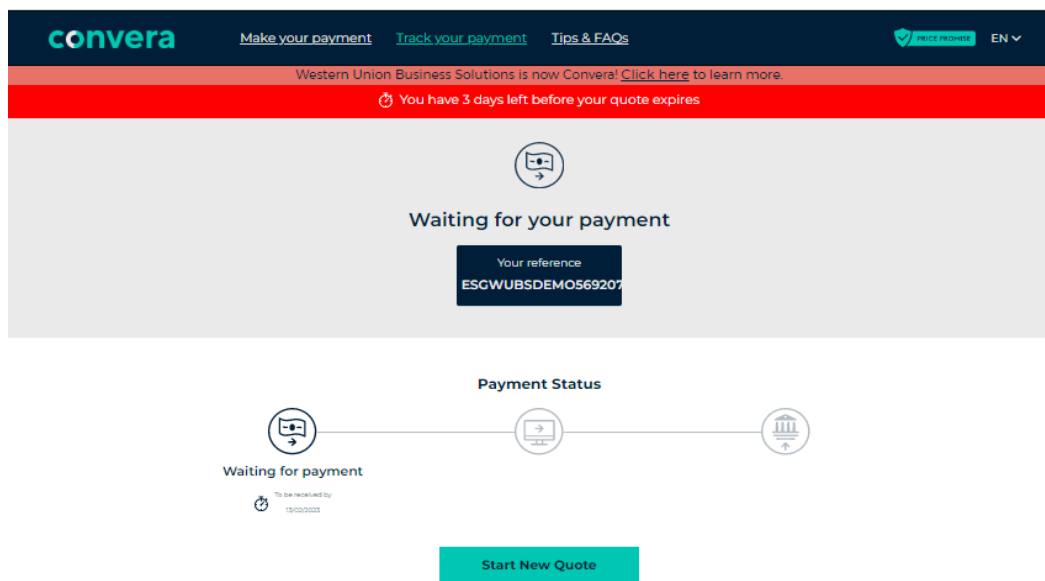a. Convera platform (https://students.convera.com/geo-buyer/nus)

- Select "Track your payment". Enter the payment Reference and click "View Your Payment".

- Payment status will be displayed

There are three stages:

- **Quoted and waiting for payment**. You will be directed to complete your payment through the provider you selected. Arrange for payment to be processed before the quote expires.
- **Funds received by us**. Convera processing generally takes between 3 - 6 business days.
- **Payment Sent**. The funds have been sent to your institution.

b. Enter your mobile number at Convera website to receive SMS updates (only applicable for non-Singapore mobile numbers)

If your payment is still not reflected in EduRec 3 working days after your payment to Convera, you can also:

c. Email Convera at StudentSupport@convera.com with below details to check on the status:
- Payment Reference number and
- Proof of payment

d. Contact Convera at 6494 8280.