

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.

The screenshot shows the NUS National University of Singapore Account Dashboard. The top navigation bar includes links for Payment Home, My Account, Sign out, and Feedback. A shopping cart icon indicates 'E&M Cart Empty'. The main content area is titled 'Account Dashboard' and lists several account items: Registered Mailing (\$3.00), Student Account Balances (2 items), Education Records System (\$20,411.21), NUS Libraries (\$0.00), and Personal Details. The 'Education Records System' item is highlighted with a red rectangular box.

- Click “Add to Fees and Charges Cart”

The screenshot shows the NUS Education Records System payment page. The top navigation bar includes links for Payment Home, My Account (Nus), and Sign Out. A shopping cart icon indicates 'Fees Items: 1 Total: \$123.00'. The main content area is titled 'Education Records System' and contains instructions for payment. A 'Matric ID' field is present. A large orange bar displays 'Debit Balance: \$123.00'. Below this, a 'Payment Amount' field is set to '\$123.00'. At the bottom right, a button labeled 'Add to Fees and Charges Cart' is highlighted with a red oval.

- Click “Process Payment”

[Payment Home](#)
[My Account \(Nus\)](#)
[Sign Out](#)

Fees Items: 1 Total: \$123.00

[Home](#) > [Student Fees & Charges](#) > [Charges](#) >

Fees and Charges Cart

This is a list of your payment selections. To proceed, please select Process Payment. To add more items to your Fees Cart, please use the menu option to navigate to Student Fees & Charges.

Education Records System Name: NNNNNNNNNN NNNNNNNNNN NNNNNN (A0034350W)	Quantity: 1 Item Amount: \$123.00 Total: \$123.00	Remove
----------------------------------------------------------------------------	---------------------------------------------------------	------------------------

Grand Total

\$123.00

[Process Payment](#)

- Click the “Convera” tile

[Payment Home](#)
[My Account \(Nus\)](#)
[Sign Out](#)

Fees Items: 1 Total: \$123.00

[Home](#) > [Student Fees & Charges](#) > [Charges](#) >

Payment Method

This is a list of different ways you can pay for your selections. To proceed, please select the following.

Click Here
Pay by Visa, Mastercard, Amex or Alipay

PayNow
Pay by scanning a QR code with your device.

Convera
Wire transfer for international students
(For EduRec's fees only)

Third Party Payer
Valid to: 16/07/2023
Authorise a third party to make payment

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

[Payment Home](#)
[My Account \(Nus\)](#)
[Sign Out](#)

Fees Items: 1 Total: \$123.00

[Home](#) > [Student Fees & Charges](#) >

Customer Details

If you wish to have a receipt emailed to you following payment, provide your email address here.

Email Address

[Continue](#)
[Select a different payment method](#)

- Read the message below and Click “Continue”.

Payment Home My Account (Nus) Sign Out

Home > Student Fees & Charges >

convera

When you click the **Continue** button below you will be redirected to Convera to complete the payment. Your details will be authorised by Convera and will not be passed back to us. We do not store these details within our own organisation, thus preserving your right to privacy and protection of your details from unauthorised access.

Payment ID	OSPP00000383
Amount	\$123.00

Amount Payable

\$123.00

Continue

Select a different payment method

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

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PAY STUDENT FEES WITH YOUR HOME CURRENCY

Where is your bank located?

[Why is my country not listed?](#)

Tuition Fees

SGD 0

NUS
National University of Singapore

Get a quote

By clicking "Get a quote" you agree:

1. To provide your personal information to Convera
2. The information that will be provided in the "Payment Details" page is correct
3. You acknowledge that your payment will be reflected in NUSFastPay and EduRec within 3 working days after you have paid to Convera

If it is not reflected, please raise a ticket at NUSService Hub

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

convera PRICE PROVIDED **CHECKOUT**

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Step 1 of 4

1. Choose a way to pay

<p>Bank Transfer</p> <ul style="list-style-type: none"> Delivered to your institution within 4 business days after completing payment Make your payment from any bank Includes 0 USD bank fee Quote valid for 24 hours + How it works 	<p>94.35 USD 123.00 SGD</p> <p>Select</p>
<p>Bank Transfer</p> <ul style="list-style-type: none"> Delivered to your institution within 4 business days after completing payment Make your payment from any bank Includes 0 CNY bank fee Quote valid for 24 hours + How it works 	<p>682.57 RMB 123.00 SGD</p> <p>Select</p>
<p>Bank Transfer</p> <ul style="list-style-type: none"> Delivered to your institution within 4 business days after completing payment Make your payment from any bank Includes 0 HKD bank fee Quote valid for 24 hours + How it works 	<p>738.74 HKD 123.00 SGD</p> <p>Select</p>

Payment Details Edit

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

Step 2 of 4

2. Student's Details

This is to identify the correct student details

Transaction Reference *

OSPP00000383

First Name *

Last Name *

Email Address *

Next you will be asked for the payer's details

Next

Payment Details Edit

NUS will receive 123.00 SGD

You are paying 682.57 RMB

- 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”.

Step 3 of 4

3. Payer's Details

We require this information to process your payment

Who will be making this payment?

Student ☒

Someone else ☐

Payer's personal details

Payer name *

Payer's email address *

This is to send confirmation of this payment

Payer's billing address

Country *

China

Payer's Bank Details

Bank Name *

Bank Country *

China

Language *

English

I agree to the [Terms of Use](#) and have reviewed the [Online Privacy Statement](#) ☒

[Proceed to payment](#)

Payment Details Edit

NUS National University of Singapore

NUS will receive 123.00 SGD

You are paying 682.57 RMB

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

convera [Make your payment](#) [Track your payment](#) [Tips & FAQs](#) [PRICE PROMISE](#) EN

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Step 4 of 4

4. MAKE PAYMENT

Payment is not yet complete

Please complete your bank transfer to Convera via online banking, phone transfer or by visiting your local bank branch before **15:55 pm 13/07/2023**.

[Download Instructions](#)

A copy of these instructions was sent to the payer email address provided during checkout.

[Send instructions to another email address](#)

Reference Number:
ESG62893-SG6215922

Date:
12/07/2023

Amount in Payment Currency:
682.57 RMB

Payer Name:
[Redacted]

Recipient:
NUS

Recipient Will Receive:
123.00 SGD

Notify me by SMS when my payment is sent to my institution. ☒


[Submit](#)

Note: Payments made to our bank account can only be received by bank transfer. Cheque or cash deposits will not be accepted and will not be returned to the sender. Funds received after the (24) hour cut off may be subject to a new rate. Custom House Financial (UK) Limited conducts business under the trading name Convera. This bank account is used to receive payments on behalf of your institution.

How do I complete my bank transfer? [More info.](#)

- 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



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

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


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."

3

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



students.convera.com/#!/tracking

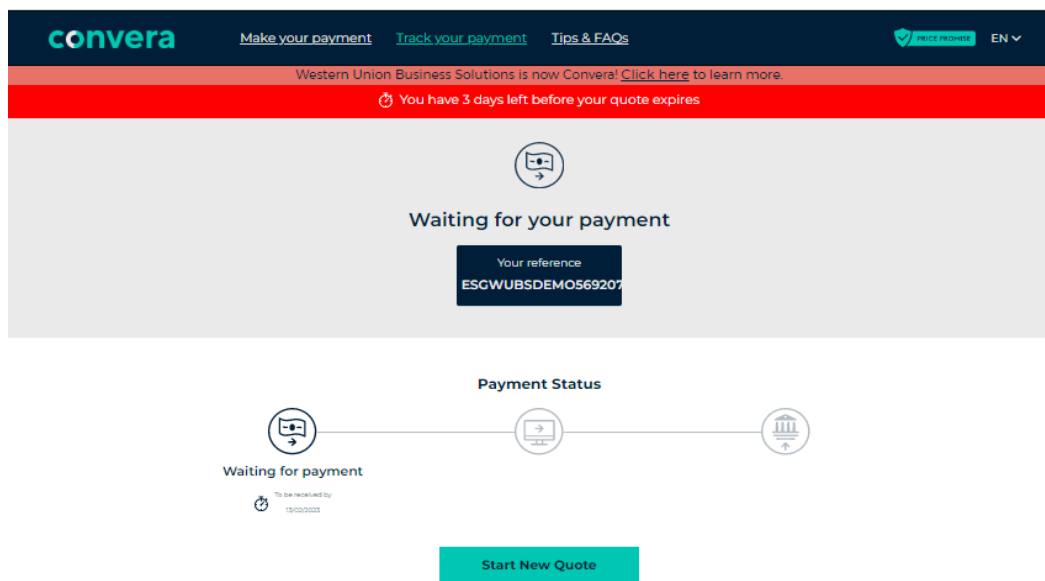

Email us at: StudentSupport@convera.com
 Please include payment reference number and proof of payment for prompt response and resolution.

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)

convera Make your payment Track your payment Tips & FAQs EN

Western Union Business Solutions is now Convera! [Click here](#) to learn more.

Step 4 of 4

4. MAKE PAYMENT

Payment is not yet complete
Please complete your bank transfer to Convera via online banking, phone transfer or by visiting your local bank branch before **15:55 pm 13/07/2023**.

[Download Instructions](#)

A copy of these instructions was sent to the payer email address provided during checkout.

[Send instructions to another email address](#)

Reference Number: ESC62893-5C6215922	Payer Name: rayne retest 15 test
Date: 12/07/2023	Recipient: NUS DEMO
Amount in Payment Currency: 682.57 RMB	Recipient Will Receive: 123.00 SGD

Notify me by SMS when my payment is sent to my institution. ?

+ 86 [Submit](#)

Notes: Payments made to our bank account can only be received by bank transfer. Cheque or cash deposits will not be accepted and will not be returned to the sender. Funds received after the (24) hour cut off may be subject to a new rate. Custom House Financial (UK) Limited conducts business under the trading name Convera. This bank account is used to receive payments on behalf of your institution.

How do I complete my bank transfer? [More info](#)

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.