TransferMate
INTERNATIONAL PAYMENT INSTRUCTIONS

SAVE TIME AND MONEY WHEN PAYING YOUR FEES INTERNATIONALLY

TransferMate is an easy-to-use payment method that offers a secure, fast and affordable way to make your international education payments from around the world.

“SO, WHAT’S IN IT FOR ME?”

- No international sender/receiver fees
- Preferential exchange rates
- 24-hour customer service
- Payments quickly post to your student account
- A safer and easier way to pay

TRANSFERMATE HELPS INTERNATIONAL FAMILIES REDUCE PAYMENT DELAYS AND FEES.
“SOUNDS GREAT. SO, HOW DO I MAKE A PAYMENT?”

STEP 01
• Log in to your **Student Account**.
• Go to the **Make Payment** tab, and verify the Current Account Balance.
• Select **TransferMate** in the Method drop-down menu.
• Select the country you are paying from and click **Review Rate**.
• Select your preferred payment method (bank transfer or e-wallets).
• Enter payer details, confirm the payment information and initiate your payment.

STEP 02
• If you are paying by **bank transfer**, you will be emailed the banking instructions. Make your payment to the instructed bank account.
• If you chose to pay through your preferred **e-wallet**, follow the instructions presented online.
• Only send the amount indicated on your student bill.
• Include your unique Transaction Reference number with the payment.

**NOTE:** Brazilian, Chinese, South African and Indian students will be required to send supporting documents, which can easily be uploaded.

STEP 03
• Once TransferMate receives your payment, it will be sent to your institution.
• Your payment will automatically post to your **Student Account**.
• Confirmation of the posted payment will be emailed to you and the institute.

Alternatively, here is a link to all TransferMate’s local contact supports around the world, including access to their LIVE CHAT - [https://transferrmateeducation.com/en/contactus.aspx](https://transferrmateeducation.com/en/contactus.aspx)

If you have payment-related questions, please reach out to TransferMate at:
P: +1 312 924 3737 | E: edu@transfermate.com
Skype: international.student.payments
www.transfermateeducation.com

TransferMate is a globally regulated payment solution. View our regulations on: www.transfermate.com
Payment Methods for International Students

Willamette University 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.

TransferMate

Step by step guide below.

1) Go to Bill+Payment and log on as a student or authorized user
2) Your home screen should look similar to the image below
3) Select “Make Payment” and you will be taken to a screen like the image below

4) Submit your payment amount and you should see a total on the bottom like the image below
5) Click continue to select your payment method (TransferMate)

6) Select the Country the payment will be sent from

7) Depending on your country you may be offered multiple rates in your local currency from different payment methods (such as an e-wallet like Alipay). Select the one that you prefer.
8) Specify who is making the payment then enter the student’s information

9) If the payer is not the student you will be asked on the next page to enter the payer’s information.
10) After entering the student’s and payer’s information you will be taken to a page like below to confirm all the information you have entered in.

11) If everything looks correct select “submit payment”

12) You will receive an email from TransferMate in your selected countries local language explaining how to complete the wire transfer process with your bank or other selected payment method. The email will include contact information for a TransferMate Live Agent, so you can ask them any questions you have related to your TransferMate pending payment.
13) Your pending payment will display on the home screen of the Bill+Payment site like the image below.

14) After following these steps if you are still unsure what to do next reach out to a Live Agent via the email sent to you which is mentioned in step #13. Or click the link below to begin a live chat with a TransferMate Live Agent. [https://transfermateeducation.com/en/contactus.aspx](https://transfermateeducation.com/en/contactus.aspx)

15) After completing the wire transfer process with your bank it typically takes 48 hours for TransferMate to receive the funds. Once they receive the funds they will inform Willamette and your payment will be marked as completed on your student account. You will also receive an email confirming that your payment was successfully received by Willamette University.

16) Failure to complete the process within 48 hours of submitting your payment information will result in your payment being cancelled and your agreed to currency rate may no longer be available.