

# Andrews University Student Payment Guide

Student guide to paying with peerTransfer

Andrews.peertransfer.com

Andrews 1 University



### Step 1: Get Started

- Navigate to <u>Andrews.peerTransfer.com</u>
- Enter the exact payment amount you owe and the country you will pay from.



#### **Andrews University**

4150 Administration Drive Berrien Springs, MI 49104-0750, US http://www.andrews.edu/sf

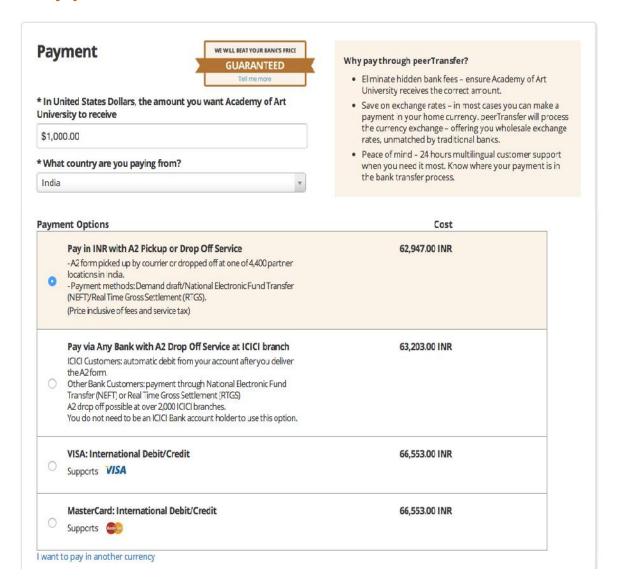


#### **Payment** WE WILL BEAT YOUR BANK'S PRICE Why pay through peerTransfer? GUARANTEED Tell me more · Eliminate hidden bank fees - ensure your institution receives the correct amount. \* In United States Dollars, the amount you want Andrews University to Save on exchange rates – in most cases you can make a receive payment in your home currency, peerTransfer will process the currency exchange - offering you wholesale \$1,000,00 exchange rates, unmatched by traditional banks. · Peace of mind - 24 hours multilingual customer support \* What country are you paying from? when you need it most. Know where your payment is in the bank transfer process. Spain **Payment Options** Cost Domestic Bank Transfer in Euros (EUR) 930.00 EUR Debit/Credit Card in EUR 948.00 EUR Use this option for cards issued in EUR Supports VISA I want to pay in another currency



### Step 2: Select Payment Type

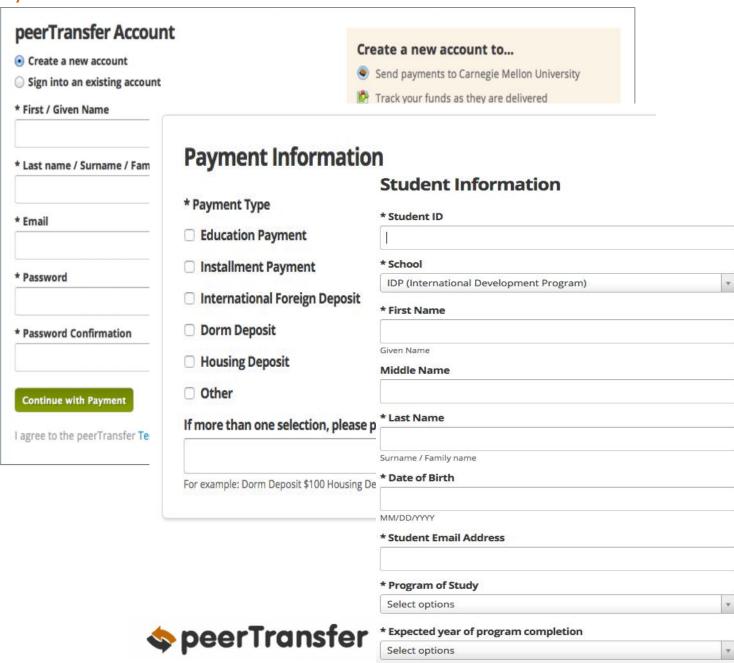
- Based on your country selection peerTransfer will automatically display your local currency rate with the appropriate payment options, such as traditional bank transfer or debit/credit card payment.
- If you have an account in a different currency that you would prefer to use, select that country in the "what country are you paying from" field instead.
- Note that peerTransfer offers a "Best Price Guarantee" for the bank transfer option to ensure you a competitive exchange rate.
- you don't see your home country, but you don't see your home currency, not to worry you can always pay in the currency of your institution or select a different currency. The process and benefits will remain the same, however, your bank will handle the foreign exchange before sending the funds to peerTransfer.





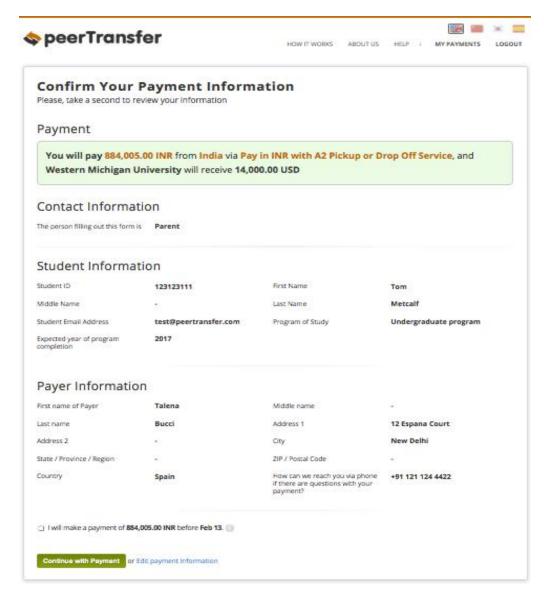
# STEP 3: Login/Create Account & Enter Personal Details

- Enter your name, email, and password to create an account (this will allow you to track your payment each step of the way). In addition, your payment details will be saved and pre-fill for your next payment.
- Follow the prompts to fill in your personal details and contact information.
- Click the green
  Continue with Payment
  Button.



# STEP 4: Confirm Payment Details

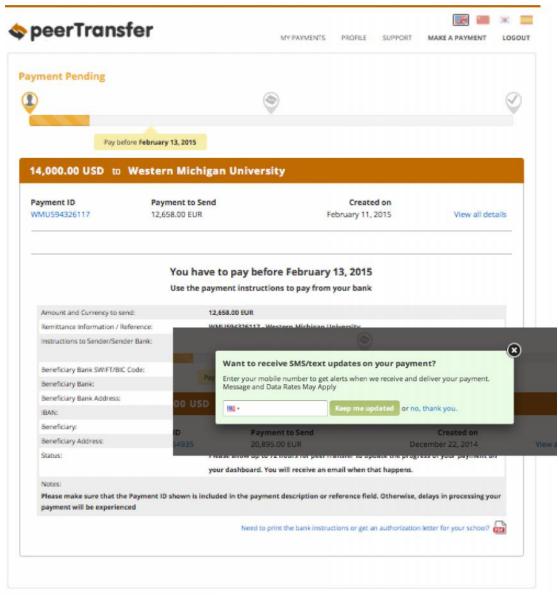
- Please review and confirm the information for your payment.
- If you are paying via bank transfer, you will receive a deadline by which you should go to your bank and complete the payment. This deadline is not associated with your educational institution deadline. (If you need more time, our Customer Support Department can allow for an extension.)
- Click the green Continue with Payment Button.





# STEP 5: (For Bank Transfers) Review Payment Instructions

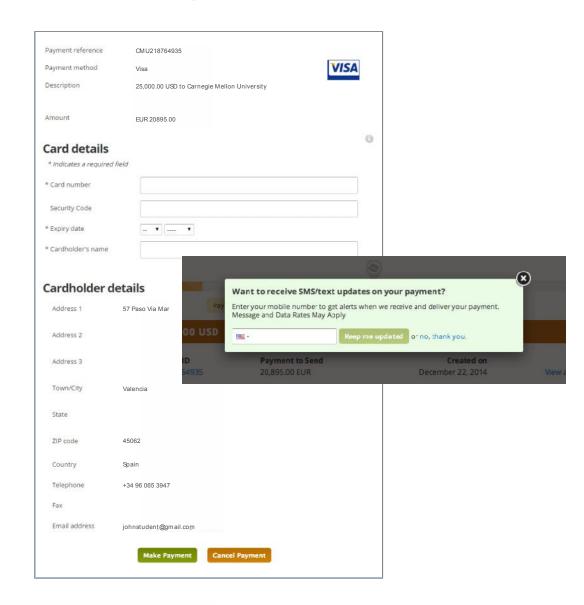
- You can enter your mobile phone at the prompt if you would like to receive payment status updates via text. If you do not want to receive text updates click the no thank you link.
- If you have selected a bank transfer, the payment delivery instructions will now be displayed. You can review the payment details and return as necessary to check the status of your payment.
- Follow the banking instructions to deliver your funds to the bank account indicated.
   Depending on transfer methods available from your bank, this can be done online, over the phone, or in person.
- peerTransfer will convert your deposit to U.S. dollars and forward to our account in the U.S.
- IMPORTANT: Your payment ID is only valid for this payment. Every payment requires a unique peerTransfer payment ID. This facilitates the payment tracking process.





# STEP 5: (For Credit Cards) Review Payment Instructions

- You can enter your mobile phone at the prompt if you would like to receive payment status updates via text. If you would prefer not to receive text updates, click 'no thank you' at the prompt.
- For debit/credit card payments you will be taken to a web form to fill in your credit card information and complete your payment. Please note that funds will not be displayed on your student account immediately as your payment still needs to be processed and delivered to your institution.
- Please be sure to check your credit card limits to verify it can accommodate your payment size. In some cases you will need to call your bank to confirm your payment can be processed.
- IMPORTANT: Your payment ID is only valid for this payment. Every payment requires a unique peerTransfer payment ID. This facilitates the payment tracking process.

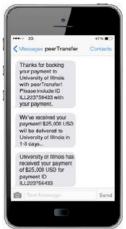


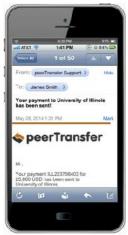


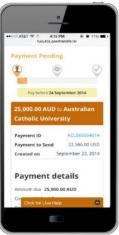
# STEP 6: Track Payment Status Online

- Above the instructions you will notice a payment status bar. This will be updated each step of the process, and you will receive a final email confirmation when payment has been delivered to your institution.
- Keep in mind that your school may take
   2-3 business days to post your payment
   to your account once they have received
   it.
- If you have not sent your payment within 2 days, you will receive a notification from peerTransfer asking if you need more time, want to cancel, or have already sent your payment.
- Should you have any questions along the way, contact peerTransfer 24x7 via email, live chat, or phone.











### 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 81 703 729 South Korea +82 (70) 78 479 729

Local customer service numbers for China & India will be displayed on your payment instructions.

#### **Email**

support@peertransfer.com

#### **Online**

peertransfer.com/help

#### **Live Chat**

Live Chat is available as soon as you log into your peerTransfer account. Look for the orange box in the lower right once you have entered your username and password.

