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.

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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]

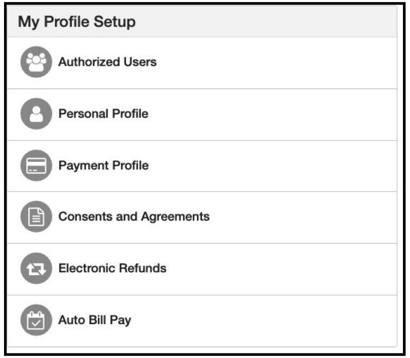
Additional Information: *Adding an authorized user is your written consent that an individual may view your account information and make payments on your behalf. Authorized users DO NOT have access to your stored payment methods, academic records, or other personal information.*

Adding Authorized Users

Visual Assets

These images pair with the written instructions on the previous page.

On the right-hand side under My Profile Setup, click on the Authorized Users button.



Type the email address and set permissions for your authorized user.