PAYER GUIDE

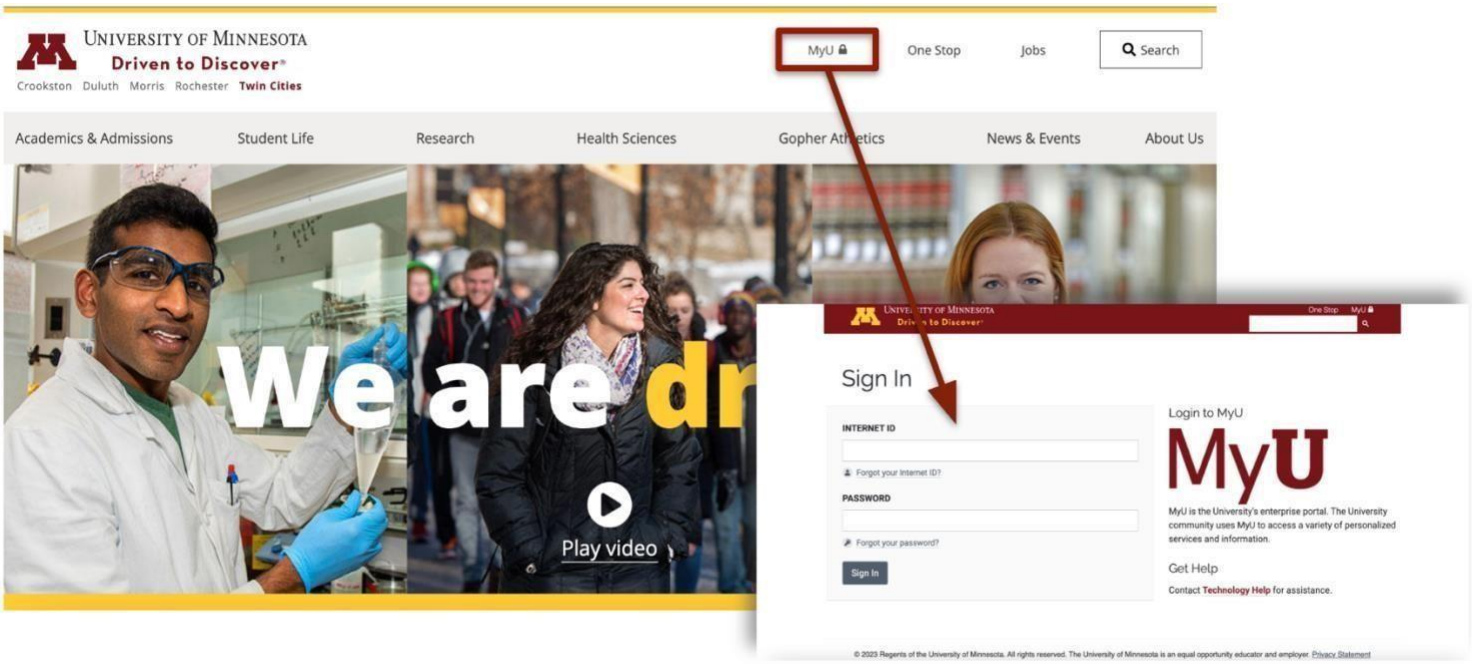
The University of Minnesota Twin Cities Guide to Making International Payments with Flywire

Why Use Flywire?

- Flywire allows you to pay from almost any country or bank in your home currency
- No bank fees or further charges
- Competitive exchange rates and a best price guarantee
- Fast transfers – your payment is usually received by the university within 3-4 business days
- A guarantee that University of Minnesota - Twin Cities will receive the correct amount once your payment is made, you don't need to worry about fluctuation exchange rates!
- Payment tracking via a student dashboard, with notification via email once payment is received by University of Minnesota - Twin Cities

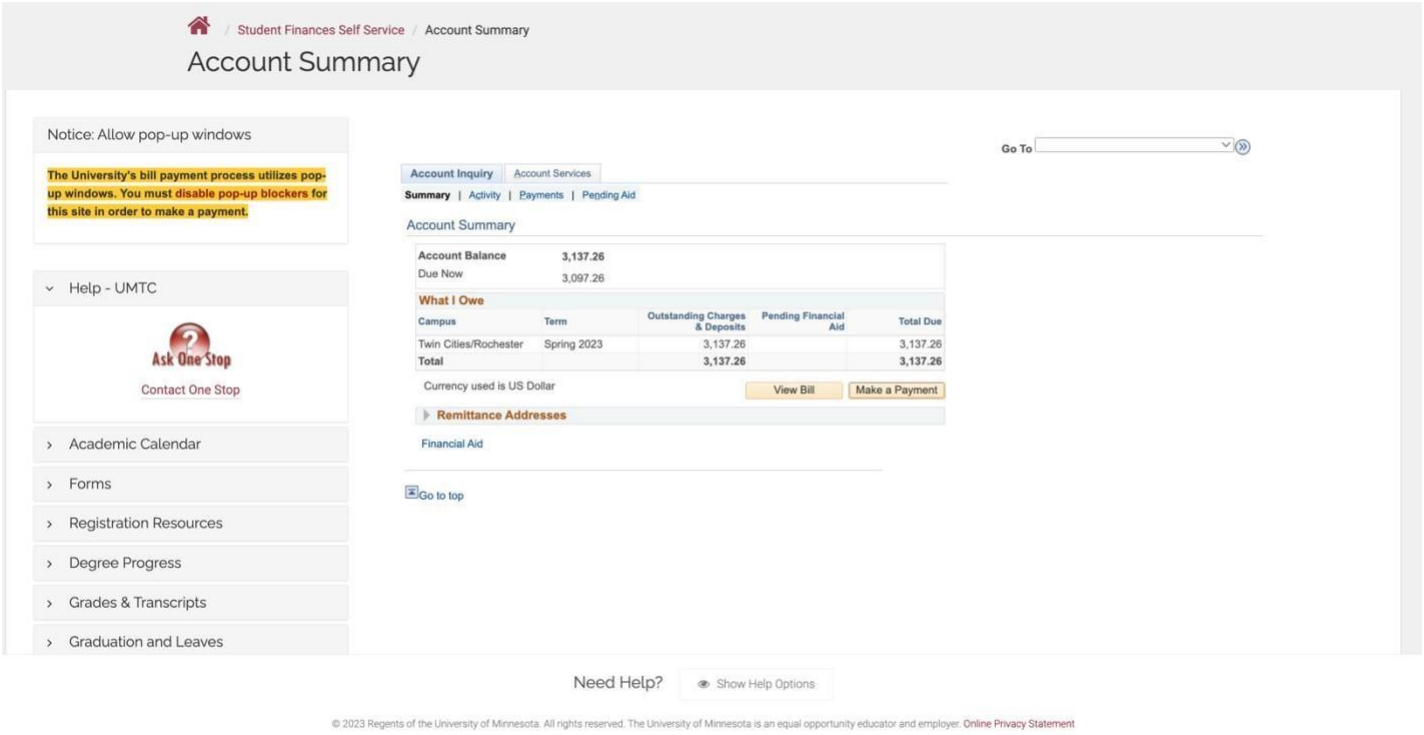
STEP 1: LOG IN

- Login to your MyU Account from the twin-cities.umn.edu homepage.



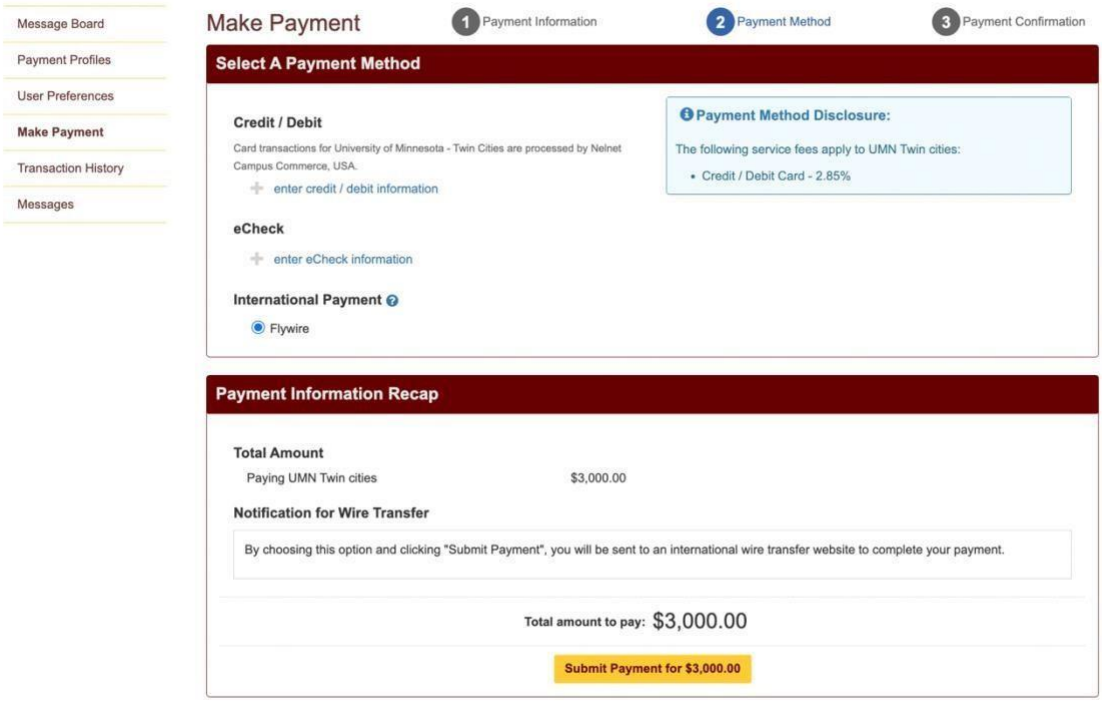
STEP 2: FOLLOW THE PROMPTS

- Select “My Finances”
- Select “Make a Payment”
- On the Account Summary page, click “Make a Payment” again
- Select Campus



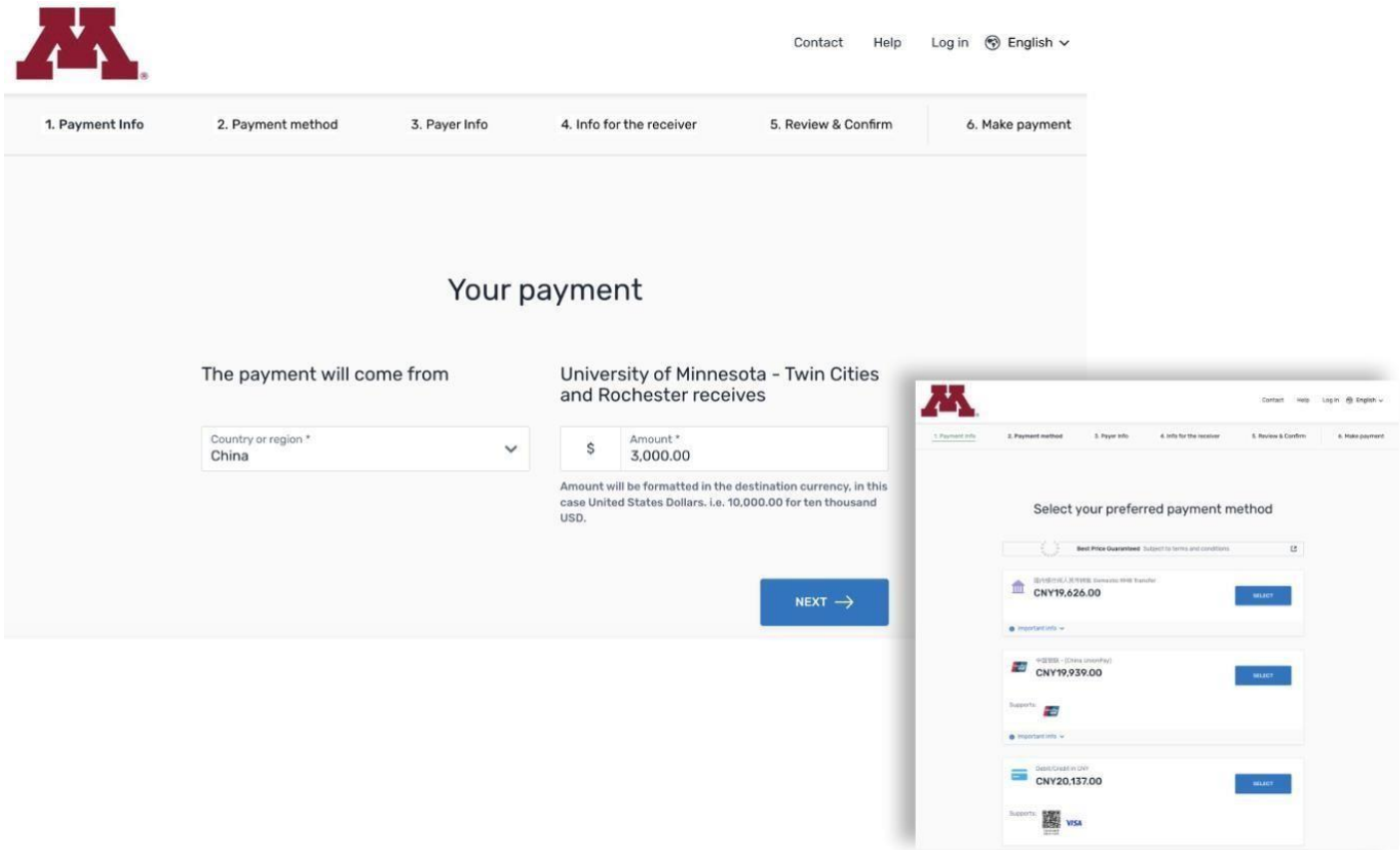
STEP 3: SELECT INTERNATIONAL PAYMENT

- On the next screen, select Flywire under the International Payment option, review the “Total amount to pay” is correct, and then click “Submit Payment”.



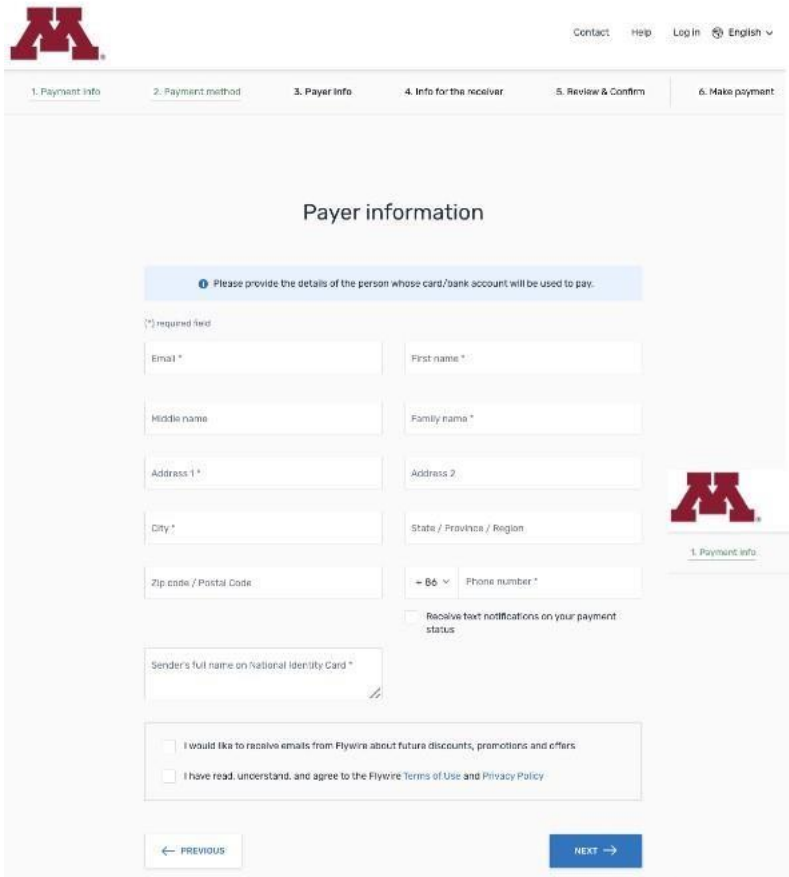
STEP 4: ENTER YOUR COUNTRY & SELECT PAYMENT METHOD

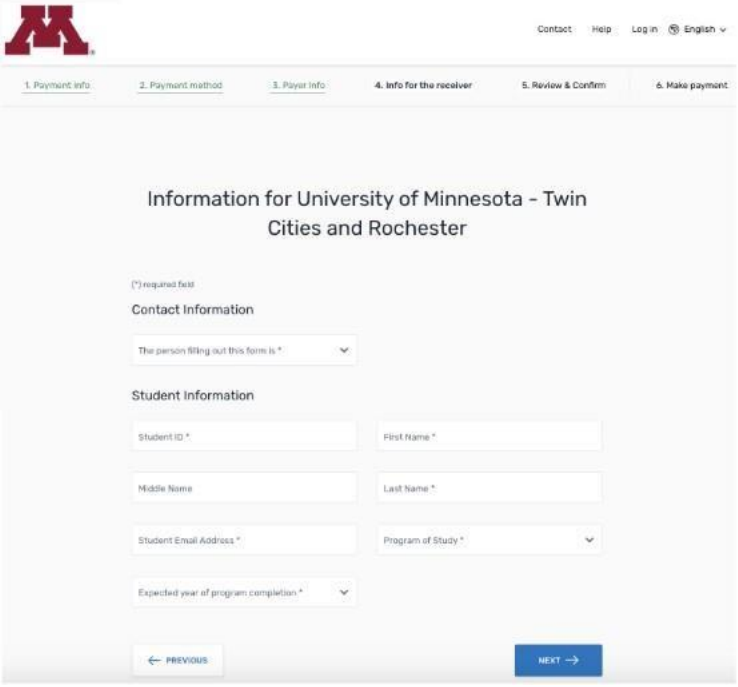
- You are now in Flywire's payment portal. Enter the country you are paying from.
- Based on your country selection, Flywire will automatically display your local currency rate with the appropriate payment options, such as traditional bank transfer or debit/credit card payment.
- Traditional bank transfer (also known as a wire) is the most cost-effective method. Please note that to complete the payment you will need to make an arrangement with your bank (in-person, online, or over the phone) and send your funds to Flywire in your chosen currency.
- Debit/credit card will allow you to make an online payment in your home currency. Contrary to a traditional international credit card payment, with Flywire we are handling the foreign exchange so you will know the exact amount that will be deducted from your account before making your payment. Please note that credit card payments are not available in every country.
- Flywire will then convert your currency and pay your institution.
- 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.
- If you select 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 Flywire.



STEP 5: ENTER PAYER & STUDENT INFORMATION

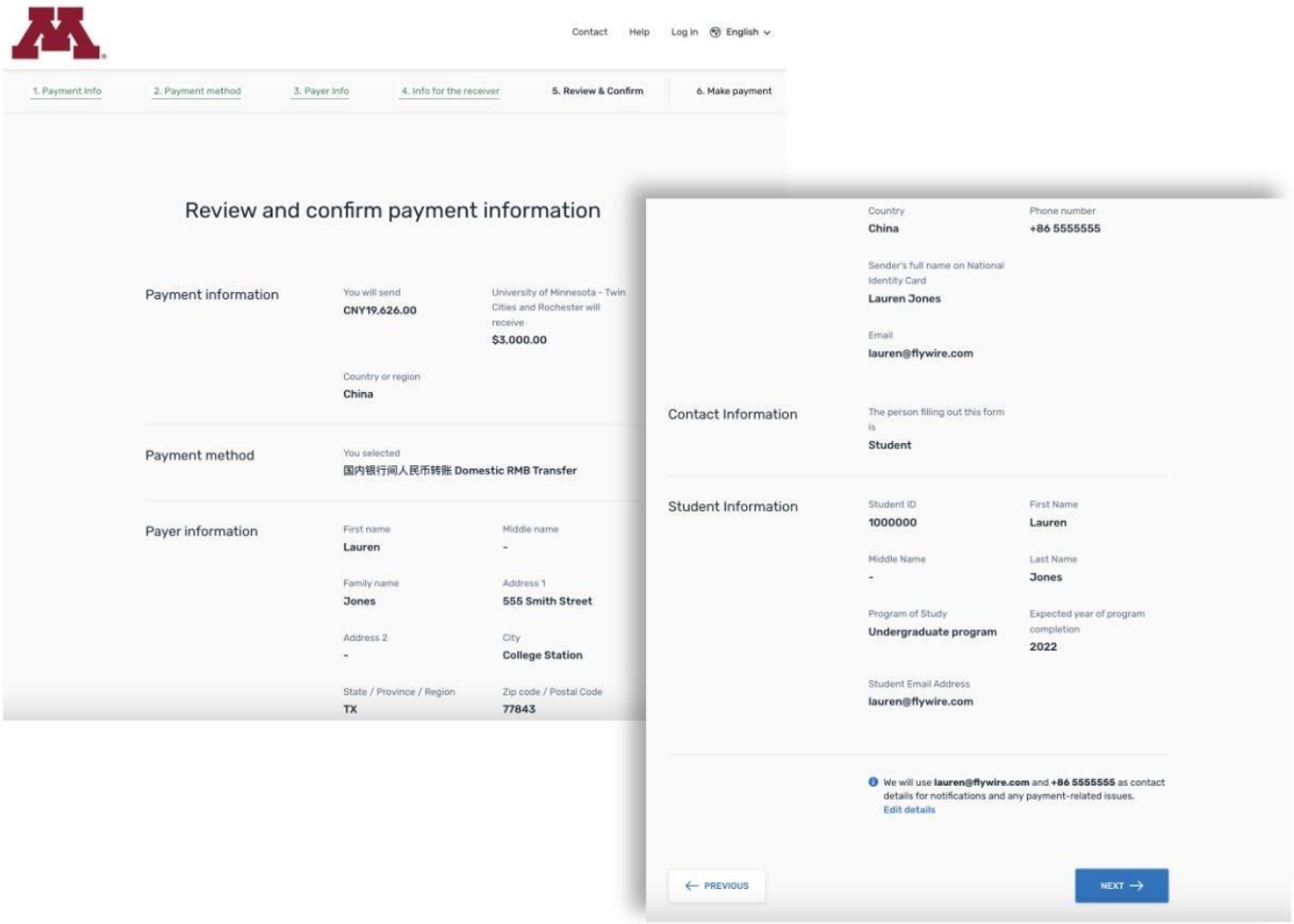
- Follow the prompts to fill in both the payer and student information.
- On the Payer information page, the option to receive text notifications for payment status updates is available when a mobile number is provided.





STEP 6: CONFIRM PAYMENT DETAILS

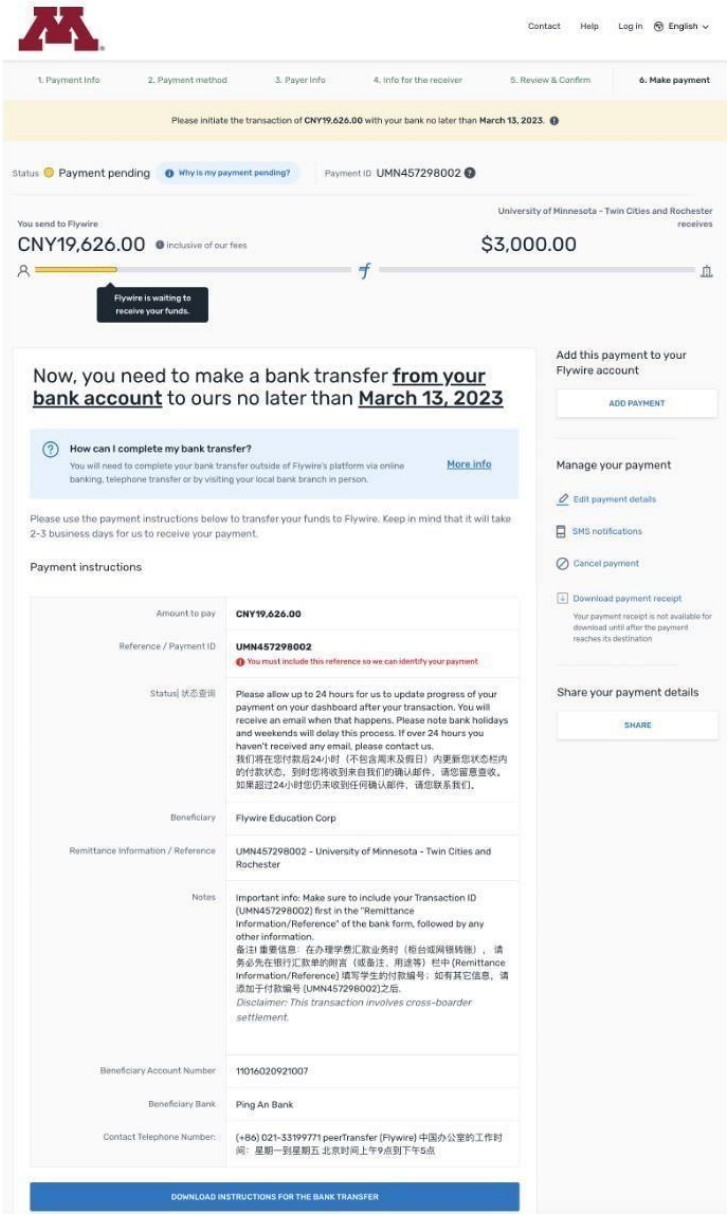
- Please review and confirm the information for your payment and click Next.



STEP 7 (FOR BANK TRANSFERS): REVIEW PAYMENT INSTRUCTIONS

- For a bank transfer (wire) you will be directed to your payment dashboard where you will be able to download the payment instructions. You can review the payment details and return as necessary to check the status of your payment.
- For a bank transfer we recommend that your print the instructions to bring with you to the bank when you make your payment. This will make the process clearer for you and the bank. Please make sure to include your Flywire payment ID in the details of your bank transfer.
- You can enter your mobile phone to receive payment status updates via text or click “Add Payment” to attach this payment to your Flywire account if you are not already logged in.

IMPORTANT: Your payment ID is only valid for this payment. Every payment requires a unique Flywire payment ID. This facilitates the payment tracking process.



STEP 8: (FOR CREDIT CARDS): REVIEW PAYMENT INSTRUCTIONS

- 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.
- You can enter your mobile phone to receive payment status updates via text or click “Add Payment” to attach this payment to your Flywire account if you are not already logged in.

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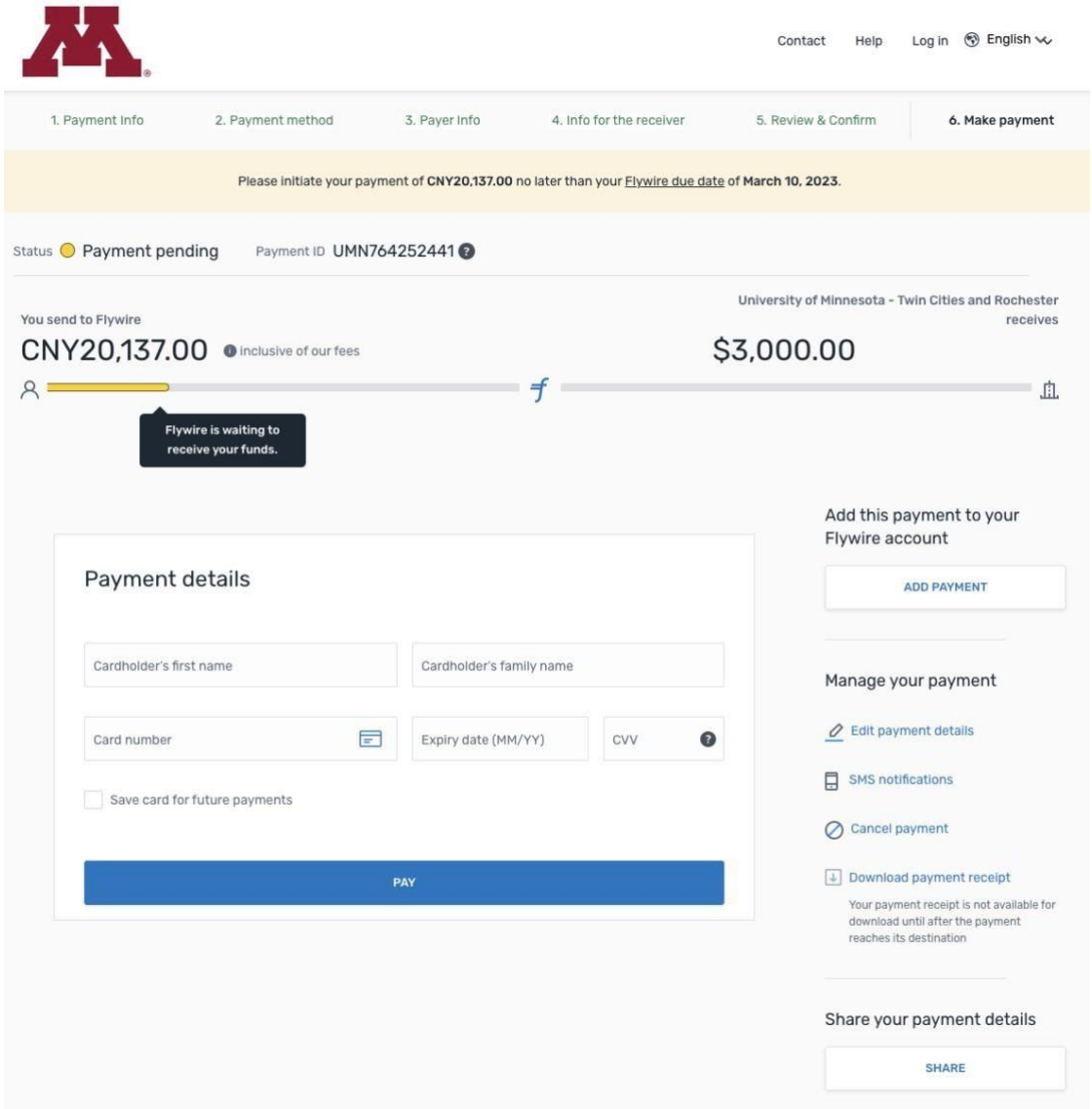
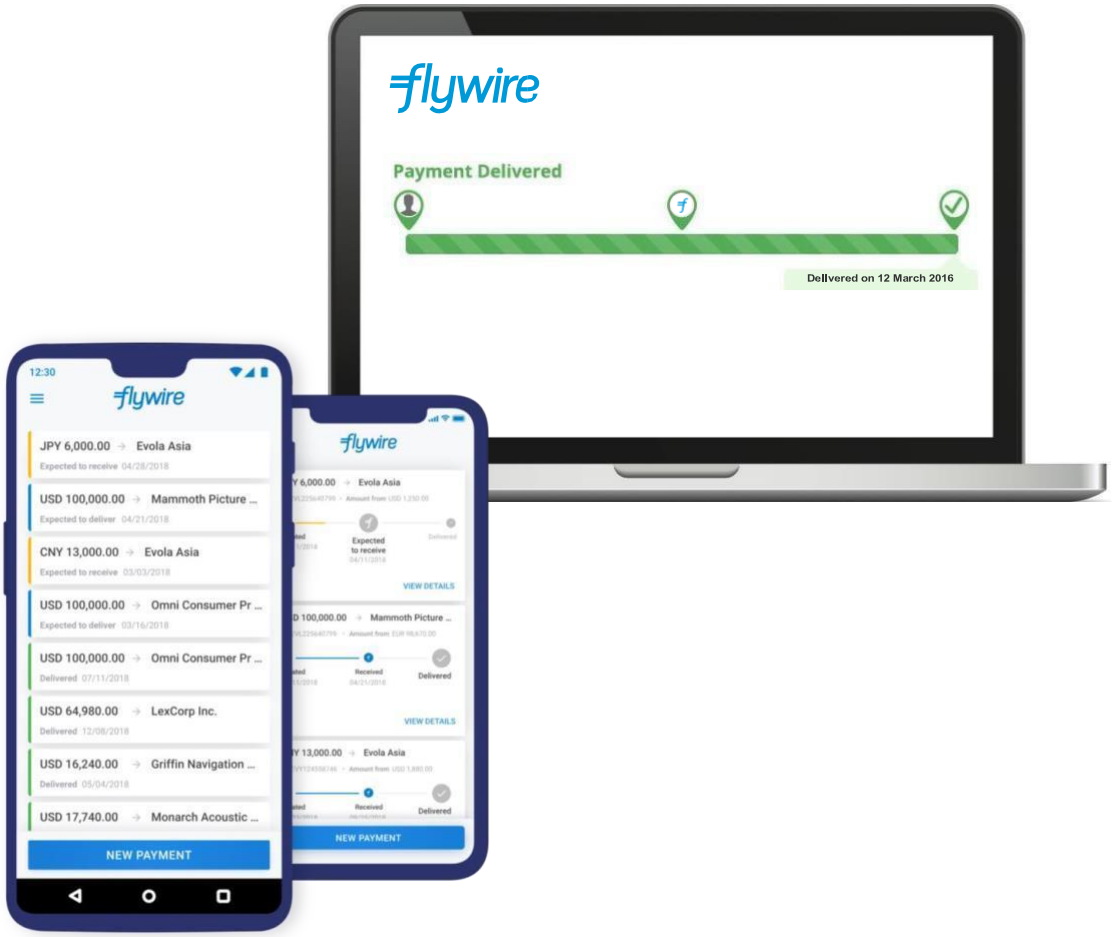


STEP 9: TRACK PAYMENT STATUS ONLINE

- Your dashboard 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.
- Should you have any questions along the way, contact Flywire 24x7 via email, live chat, or phone.



NEED HELP?

Customer Support Phone Numbers :

USA (Toll free): +1 800 346 9252

USA (Spanish): +1 857 366 5449

Canada (Toll free): +1 800 346 9252

China: +86 400 006 7175

Spain: +34 96 013 0770

India (Domestic only): +000 800 4430 048

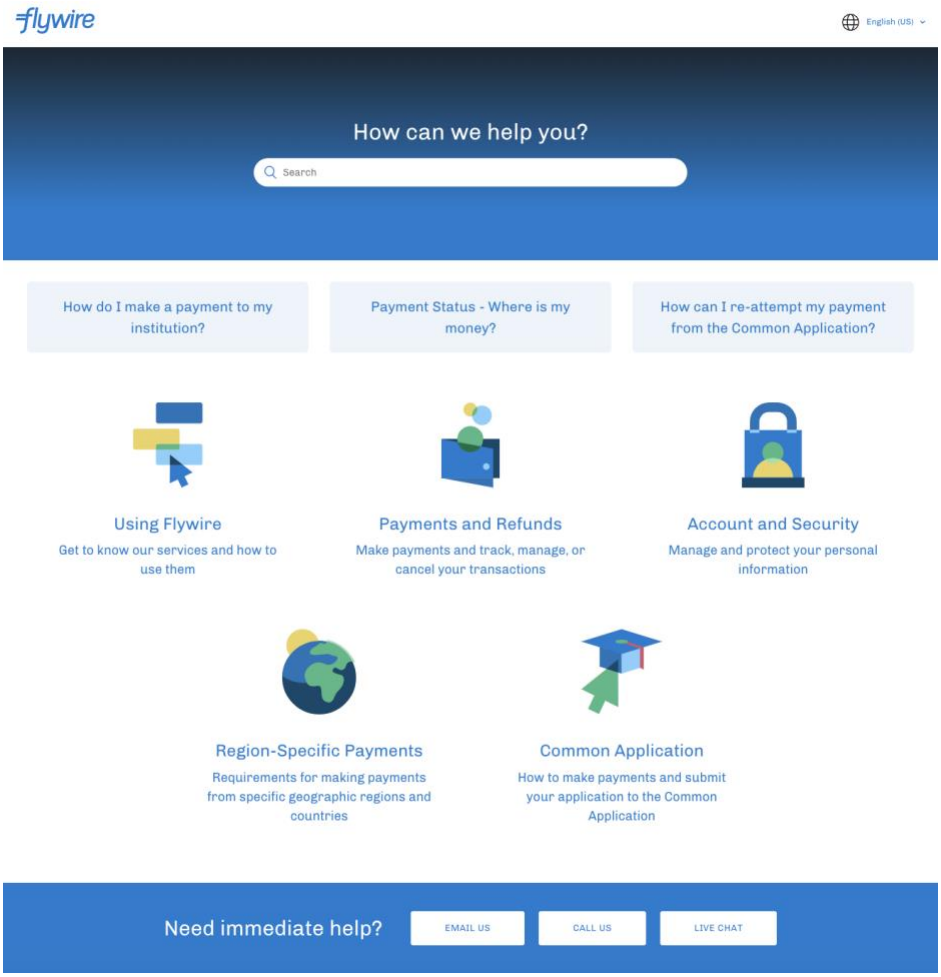
Australia: +61 (2) 800 69 729

United Kingdom: +44 (20) 39 624 308

Hong Kong: +852 3008 0220

Japan: +81 3 4588 8293

Email: support@flywire.com

Online: flywire.com/help

For a full list of region-specific Customer Support Phone Numbers, please visit: https://www.flywire.com/company/call-us