

Convera GlobalPay for Students

Making A Payment to Murdoch University



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MU Murdoch
University

We are here to help

Murdoch University is proud to offer Convera GlobalPay for Students, a secure, easy and affordable way to pay your fees online. When using Convera GlobalPay for Students, your payment will be received by Murdoch University in just a few days. As Murdoch University's preferred payment method, this allows you to:

- Pay Murdoch University's fees in your local currency.
- Choose from a wide range of payment options including online payment, bank transfer, credit card or via one of our many trusted payment options such as WeChat Pay, Alipay etc. depending on your location.
- Avoid fees and costly international foreign exchange charges from your bank.
- Know precisely how much you owe so payments arrive in full.
- Pay easily with multiple language options.
- Review and compare all available payment options and prices.

For further information about making your payment or receiving a refund through Convera please visit our **Tips and FAQs** page at <https://students.convera.com/#!/faqs>

Convera has a dedicated student support team to help with any questions you have about making your payment. You can reach out to Convera either online or by phone via the details below.

Questions? Please reach out to us using our inquiry form:

Questions? Access our Tips and FAQs:

Australia

+61 2 8585 7221

New Zealand

+64 9 359 5104

China

+86 400 919 9411

Japan

+81 3 6845 0788

students.convera.com/#!/contact-us

students.convera.com/#!/faqs

UK / Europe

+44 (0) 1733 871 871

Hong Kong

+852 2853 9875

Singapore

+65 6494 8280

North America

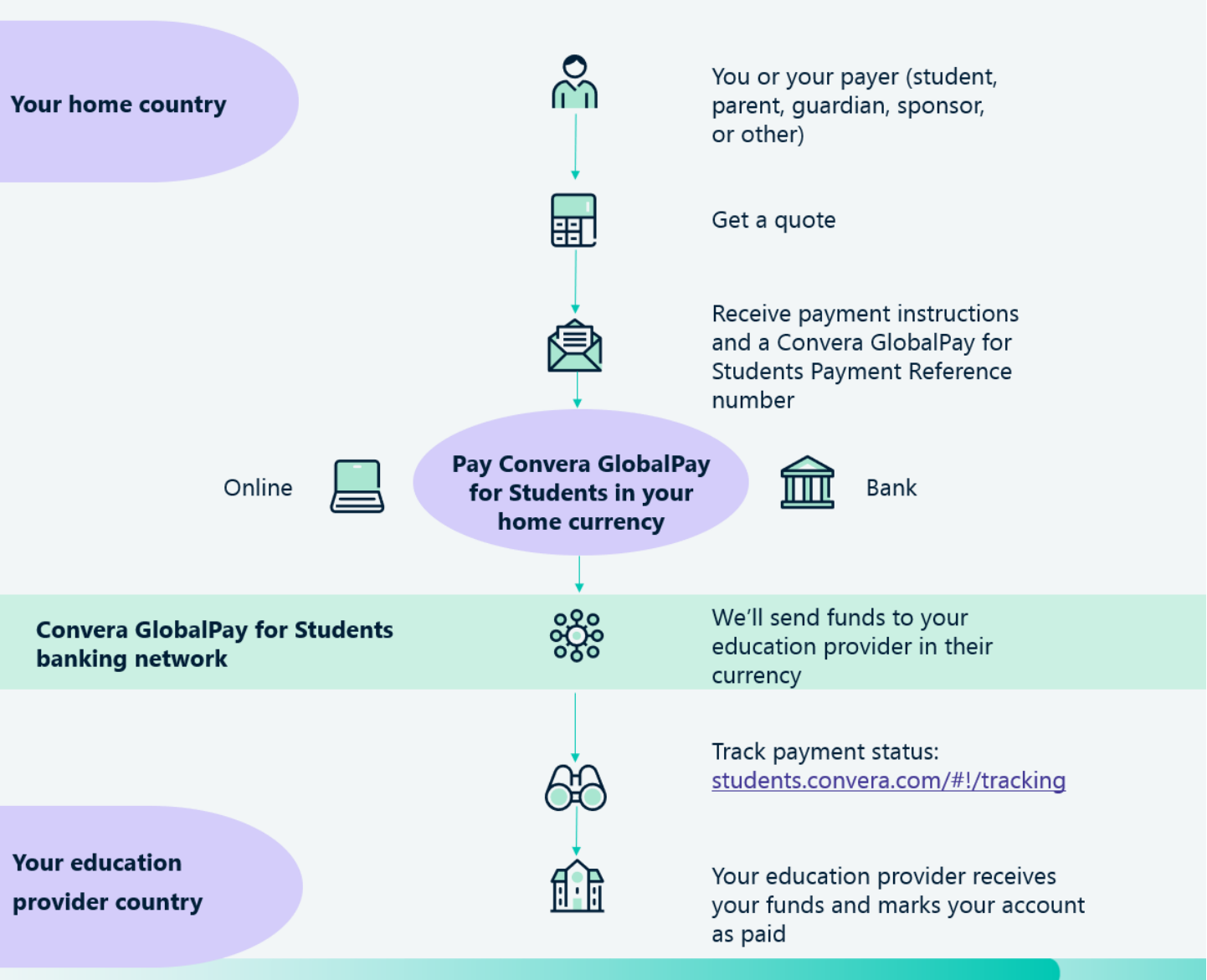
+1 877 218 8829

+1 402 884 3041

If the country you are calling from is not listed, please call the number for the country closest to where you are studying.

Phones are answered during regular business hours in that time zone.

How your money gets to Murdoch University



We tell you exactly how much you need to pay, there are no hidden charges or receiving bank fees, and the exchange rate is fixed for 72 hours. On average your payment will be paid to Murdoch University within 3 -4 days or less.

Start

Follow the instructions on your Offer Letter and click on the link to Murdoch's dedicated Convera GlobalPay for Students [website](#).

You are then directed to the payment page to complete the details. Please input the fields required as per your Offer Letter and click on **Process Payment**.

PAYMENT HOME PAY INVOICE MY ACCOUNT **NEED HELP?**

Murdoch University > Student Fees (do not use it) > Payments >

Commencing Student Fees

Please complete the following details

Murdoch University has collaborated with Convera [1] to give you a simple, reliable and cost effective way to pay. Convera is a global leader in processing international payments.

The Convera GlobalPay for Students platform, enables you to complete the payment in your own currency by telegraphic bank transfer or credit card without hassles, processing fees, or delays.

Benefits of using GlobalPay for Students:

- Pay efficiently and receive your Confirmation of Enrolment (eCOE) sooner
- Save on processing costs because there's no telegraphic transfer charge from Convera
- Pay in your home currency or an alternative currency of your choice (Murdoch University will still receive your payment in Australian dollars)
- Don't worry about exchange rate movements because your rate is locked-in for 72 hours
- Save on bank service fees by paying by domestic transfer to a local Convera account
- Gain peace of mind knowing that your payment will arrive quickly and in full

To watch a short video about GlobalPay for Students please click on the YouTube link; [GlobalPay YouTube Channel](#).

Murdoch University have also arranged for Convera to provide dedicated student support to answer your questions or walk you through the payment process.

For help please contact Convera on:
Tel: +61 2 8585 7221
Email: customer@convera.com
(Monday to Friday, Sydney Business Hours, Australian Eastern Standard Time (AEDT))

Convera online support: <https://students.convera.com/#/contact-us>

[1] Convera ACN 150 129 749 / AFSL 404092

Please enter the following details exactly as they appear on your Murdoch University Offer Letter to submit your request.
Note that once you enter the first 4 fields correctly, the remaining 3 fields will automatically pre-populate.

Email *

Email

Course Code *

COURSE CODE

Commencement Date *

Commencement Date

Student Number *

Student Number

Student Name

Student Name

Amount *

Amount

Process Payment

Continue Shopping

A confirmation screen will appear.

[PAYMENT HOME](#) [PAY INVOICE](#) [MY ACCOUNT](#) [NEED HELP?](#)

Items: 1 Total: \$19,620.00

Murdoch University > Student Fees (do not use it) > Payments >

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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	41294528
Amount	\$19,620.00

Amount Payable

\$19,620.00

Continue

Click **Continue** to be redirected to Convera to input bank and payer information, receive a quote, and pay.

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

**PAY STUDENT FEES
WITH YOUR HOME
CURRENCY**

Where is your bank located?

 India

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

Invoice/Order

AUD 19620

Get a quote



Step 1 Choose a way to pay

Convera offers a number of different payment options so you can choose the method that works best for you. You can pay online, by bank transfer, by credit card or via one of our trusted online payment methods.

Please note that the payment methods available vary depending on the country you are paying from and the institution you are studying at. The payment process also varies depending on the payment option that you select.

Example shown is for paying from India to study in Australia.

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Secure Payment

CHECKOUT

Step 1 of 4

1. Choose a way to pay



Bank Transfer
NEFT/RTGS

🕒

Delivered to your institution within 3 business days after completing payment

✅

Make your payment online from any bank in India

✅

Requires: PAN Card and government issued ID

💡

Quote valid for 72 hours

💡

Make your payment using NEFT or RTGS

+ How it works

1,099,102.00 INR

19,620.00 AUD

Select



Bank Transfer

🕒

Delivered to your institution within 5 business days after completing payment

✅

Make your payment from any bank to ICICI

✅

The foreign exchange rate is valid for 72 hours. Foreign exchange rates are dynamic and subject to change.

✅

Through  ICICI Bank

+ How it works

1,107,387.00 INR

19,620.00 AUD

Select

Payment Details

Edit Quote



Student Make A Payment Guide - Murdoch University

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Step 2 Enter student details

Please complete the following fields and ensure this is accurate. This will help prevent any potential delays in receiving your payment.

- Enter your details and click **Next**.

Step 2 of 4

2. Student's Details

This is to identify the correct student details

Transaction Reference *

41294528

Student First Name *

Student First Name is required

Student Last Name *

Email Address *

simranh8712@gmail.com

Country *

 India

▼

Address 1 *

Address 2

City *

State

Zip / Postal Code

Next you will be asked for the payer's details

Next

Payment Details

← Edit Payment Method



Murdoch University

will receive

19,620.00 AUD

You are paying

1,099,102.00 INR

NOTE: A required field displays an asterisk (*) to the right of the field name.

Step 3 Enter payer details

Select who will be making the payment (student, family, agent, organization, sponsor or other) and enter the payer's personal details, email address, billing address, country and language. For certain countries or payment options you will need to upload supporting documentation such as a valid form of ID and proof of enrolment. This is for AML regulatory and compliance purposes so we know who is making the payment which will help minimize delays to your payment being processed.

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

Important:

Please ensure the payer's name below matches the name associated to the payer's chosen payment method.

Payer's personal details

Payer name *

Enter payer name

Payer's email address *

This is to send confirmation of this payment

Enter email

Payer's billing address

Country *

India

Payer's address 1 *

Please enter only numbers and letters in this field

Payer city *

Enter payer city

Zip / Postal Code

If you do not have a postal code, please enter 0

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

☐

Proceed to payment



Murdoch University

will receive

19,620.00 AUD

You are paying

1,099,102.00 INR

NOTE: To proceed, you must check the box to agree to the **Terms of Use** and acknowledge the **Privacy Policy**. Then select **Proceed to payment**.

Student Make A Payment Guide - Murdoch University

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Step 4 Arrange payment

After you have added the Payer details, you may be asked to provide further information to complete the payment.

- If you have selected to pay online, you will be redirected to your chosen payment method's login page to complete the transaction.
- If you have selected to pay by credit/debit card then you will be able to enter your card details within the same screen and complete payment. Please note that individual card limits may apply.
- If you have selected to pay by bank transfer, you will be provided with a reference number and payment instructions. You can view, download or print the payment instructions from this page and they will also be sent to you by email.
- Please note that if you have selected bank transfer then you will need to complete payment via your online banking or in-person at your bank, otherwise Murdoch University won't receive your funds.



To ensure that Murdoch University receives your funds, the **Payment Reference** number must be included in your payment. This is a unique reference number which ensures we are able to recognize your payment in our Convera account and promptly apply it to your Student Account with Murdoch University.

To ensure that the FX rate quoted remains valid, please make your payment by the payment due date provided. Convera takes your bank's processing time into account and allows for your payment to arrive after the due date. If you change your mind or entered the wrong amount, no funds will be taken from your account. Tap **Print Instructions** to see your payment instructions. Payment instructions are available in multiple languages.

You can also request to be notified by SMS (message) when your payment is sent to Murdoch University.

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

 + 001

As part of our compliance screening process there may be occasions where we need to request further information from you after you have initiated payment. Please check your inbox for these.

How long will it take for Murdoch University to receive my payment?

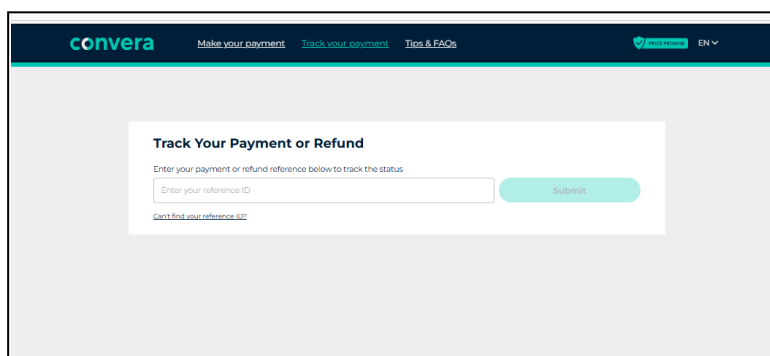
Depending on the payment method chosen, the time to deliver the payment may vary. Typically:

- Bank transfer: Your payment will be delivered to Murdoch University within 4 business days of you completing your offline transfer.
- Credit/debit card: Your payment will be delivered to Murdoch University within 3 to 4 business days.
- Online bank transfer: Your payment will be delivered to Murdoch University, typically within 3 to 4 business days.

Track your payment

As your payment is processed, you can check the real-time status of your payment on our tracking page using your payment reference number. If you don't have your payment reference then please enter your student name and ID to track your payment.

- Select **Track your payment** in the menu. Or, click <https://students.convera.com/#!/tracking>
- Convera will also send regular email updates on your payment status to the email address provided. Please check your junk folder if you don't see these come through.
- For further information about making your payment or receiving a refund through Convera please visit our Tips and FAQs page. The link is: <https://students.convera.com/#!/faqs>
- Our Support team is here to help you at every step. Students and payers can submit inquiries via our [Inquiry Intake Form \(available online\)](#) or by calling our team directly.



Thank you for trusting Convera to ensure that this very important payment reaches Murdoch University on time and in full. We wish you all the best with your future studies.

Price Promise Guarantee

- ✓ To give you added confidence that you are getting a competitive price, we are pleased to offer the Convera GlobalPay for Students Price Promise. If you find a total price offered by your bank to process a payment to your Murdoch University is cheaper than the price offered by Convera GlobalPay for Students, we will honor your bank's total price giving you peace of mind that you are getting a good deal. ([Terms and Conditions apply](#)).

Local Currency

What if my local currency is not listed as a payment option?

When completing your payment, Convera will display all available payment options based on your bank country selected.

If you do not see a bank transfer payment option in your local currency, you can select another available currency listed. At the end of the checkout process you will be provided with Convera's bank details and instructions to share with your bank. Based on the currency chosen, you will need to ask your bank to change your funds to the currency selected before they are paid to Convera. Please note that you may incur transaction charges from your bank to do the conversion but Convera won't charge you any fees. Your payment will be sent in full and paid to Murdoch University within 3 to 4 days from the time of payment.

How it works

- Go to the dedicated payment page for Murdoch's commencing students [via this link](#)
- You can also access the platform via your Murdoch University website or student information system if available
- Enter the amount you need to pay
- Select the country where the bank you will be paying from is located
- If your local currency bank transfer option is not available, select another currency from the list provided
- Enter student and payer details
- Download the PDF payment instructions to share with your bank
- Ask your bank to change your funds into the selected currency before paying to Convera
- Track your payment at students.convera.com/#!/tracking



For more information

convera.com

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