

Convera Education Payments

# How to request a refund

## Student User Guide

1/12/2023



**convera**

# We are here to help

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Your institution is proud to offer Convera Education Payments, a fast, easy and affordable way to pay your fees online.

When using Convera Education Payments, your payment will be received by your institution in just a few days.

As your institution's preferred payment method, this allows you to:

- Pay institution expenses in your local currency.
- Choose from a wide range of payment options including online payment, bank transfer and credit card.
- Avoid fees and costly international foreign exchange changes from your bank.
- Know precisely how much you owe so payments arrive in full.
- Pay easily with multiple language options.
- Get price and payment options upfront with a price comparison tool.

Your institution has arranged for Convera Education Payments to provide a dedicated student support team to help with any questions you have about making your payment.

## Contacts and Inquiries

Please contact us by email: [StudentSupport@convera.com](mailto:StudentSupport@convera.com)

Please include your full name, student ID, and institution name in the subject line of the email.

We also provide a dedicated student inquiry hotline that will help you through the payment process.

### Australia

+61 2 8585 7221

### New Zealand

+64 9 359 5104

### Singapore or Hong Kong

+65 6494 8280

+852 2853 9875

### China

+86 400 919 9411

### UK / Europe

+44 (0) 1733 871 871

### Japan

+61 2 8585 7221

### USA / Canada

+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.

# Refund Request initiated by Educational Institution

Your education institution will send a secure email with a link to a webpage requesting the appropriate banking details so they can send a wire repayment to this bank account.

## Student Workflow

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Dear Jayne Doe:

Sample University UAT would like to send you a refund. Please click below and fill out a form to start the refund process. Note that no username or password is needed.

COMPLETE REFUND FORM

Sample University UAT has partnered with Convera to process a refund payment to your bank account.

After you complete the form, your request will be reviewed by Sample University UAT. Upon their approval Convera will process the payment promptly.

If you have questions about this refund or the process, please reach out to Sample University UAT directly and reference # REUSBTCORP37448.

Sincerely,

The Convera Team

Please click the **Complete Refund Form** button to be taken to a secure website.

convera

English

Secure Website

Refund Request

Details

Student ID Number \*

Convera Reference Number 

Confirm

Student First Name

Student Last Name

Student Email

LOGO and NAME of your school appears here

Requesting your Refund is Easy

1

2

3

Request a Refund

Institution Approval

Get your Refund

To continue, you must enter your number to verify the account.

Then, the system will guide you through the process of providing bank information for the Payee (the account where the refund will be wired to).

You may be asked to provide documentation if required by your educational institution.

Refund Request

Payee Details

– Payee Details

Beneficiary Type \*

Payee Name \*

Bank Country \*

Currency \*

Further Credit

Cancel & Start Again

Next

Refund Request

Payee Details

1 — Payee Details

2 — Payee Address

3 — Bank Account Details

Complete

Complete

Complete

– Review and Submit

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

Cancel & Start Again

Submit

After you have entered the bank account details, you must agree to the terms, complete captcha verification (if offered), and click **Submit**.

The system provides a **Refund Reference Number** and processes the refund to the bank.

Please take note of your **Refund Reference Number**.

You refund request has been submitted to Sample University UAT.

Thank You

Refund Reference Number

REUSBTTCORP37448



# Student initiated refunds

If your education institution accepts student initiated refunds, you will be provided with a secure URL to provide the details to submit your refund for review.

There are two ways to complete a student initiated refund:

1. If you originally paid via Convera, you must have your ID number and the Convera Reference number ready from the original transaction.
2. If the payment was made outside Convera, you must have the information ready, including the banking details of the account where the requested refund will be sent.

## Student initiated refund with Convera Reference Number

1. You receive the refund initiation link. This link is unique to your education institution and is provided by one of their representatives. Navigate to the link.

**convera** English

**Refund Request**

- Details

Student ID Number \*

Convera Reference Number Confirm

Student First Name

Student Last Name

Student Email

LOGO and NAME of your school appears here

Requesting your Refund is Easy

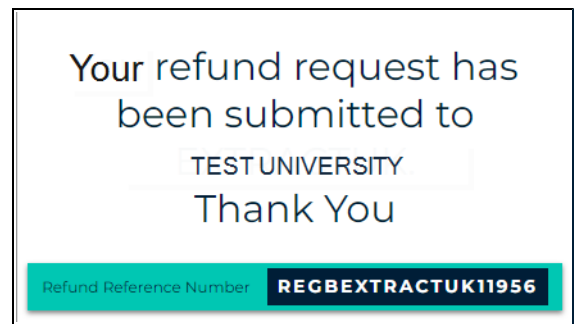
1 Request a Refund 2 Institution Approval 3 Get your Refund

- You must enter the **ID Number\*** and the **Convera Reference Number**.
- Click **Confirm**.
- Other Details are then prefilled. Add the refund amount and click **Next**. Use the scrollbar on the right to move down the page.

**NOTE:** Fields marked with an asterisk \* are mandatory.

- You are required to provide a **Reason for Refund** from the drop-down.
- If **Other** is selected, a text reason must be provided.
- Documentation requirements are dictated by the reason for refund.
- Upload or drag and drop the file. A success message will appear if the documents are successfully uploaded.
- Click **Next**.

2. The system provides a **Refund Reference Number** and processes the refund to the bank. Please take note of the **Refund Reference Number**.

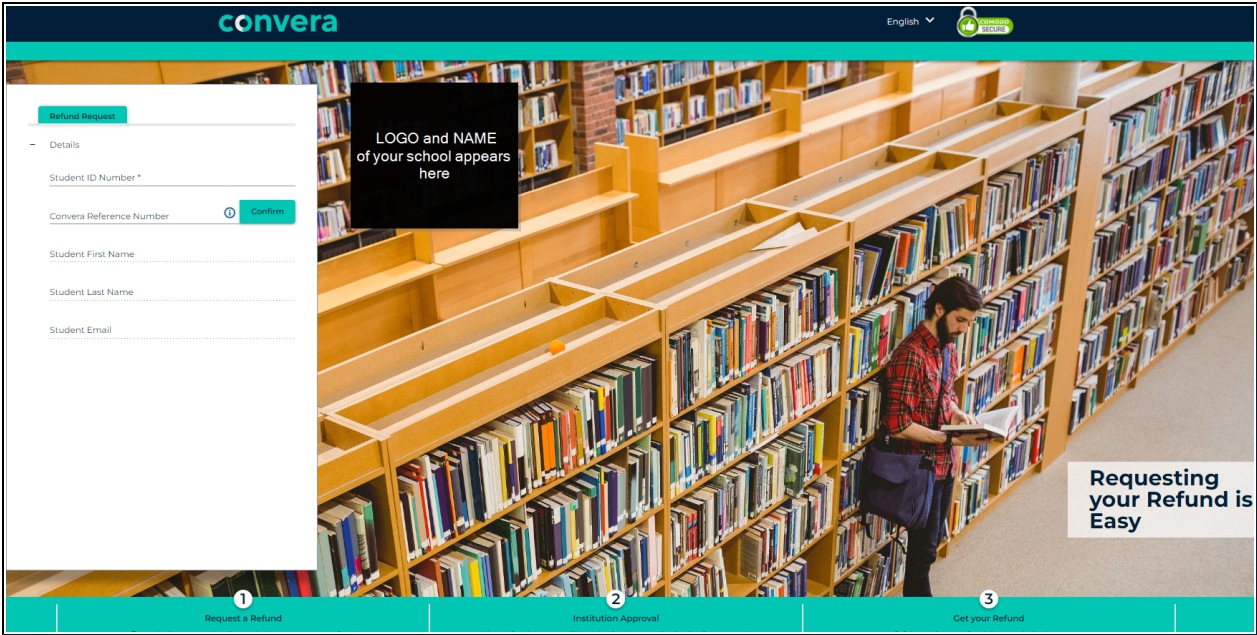


3. Approval by education institution: The refund is sent to your education institution for approval and processing. Then, the refund is sent to you via the payment method specified in the refund request.

# Student initiated refund without Convera Reference Number

If the initial payment was made outside Convera, you are still able to initiate a refund. In this case, there is no Convera Reference number. You will need your ID number, and must be prepared to enter bank details.

1. You receive the refund initiation link. This link is unique to the education institution and is provided to you by one of their representatives. Navigate to the link.



- Enter your **ID Number \*** and click **Verify Account**. Leave the **Convera Reference Number** field blank.
- Enter the personal information.



Fields marked with an asterisk \* are mandatory.

A detailed view of the 'Refund Request' form. It shows the 'Details' tab selected. The form fields are: 'Student ID Number \*' (with a 'Verify Account' button), 'Convera Reference Number' (with an information icon and a 'Confirm' button), 'Student First Name', 'Student Last Name', and 'Student Email'. The form is clean and modern with a white background and teal accents.



2. You will be asked to provide a reason for refund, and then the bank information for the Payee (the account where the refund will be wired to).

- The **Reason for Refund** field is a drop-down menu and differs by institution.
- If **Other** is selected, you must enter a reason manually.

**Refund Request**

1 — **Details** Complete ▾

Reason for Refund

Reason for Refund \*

Other ▾

Other \*

reason that was not in drop-down list

Cancel & Start Again

Next

- Documentation requirements are dictated by the reason for refund.
- Upload or drag and drop the file. A success message will appear if the documents are successfully uploaded.
- Click **Next**.

1 Required documents successfully uploaded

Sample Invoice.xlsx

Cancel & Start Again

Next

**Refund Request** Payee Details

1 — **Details** Complete ▾

2 — **Reason for Refund** Complete ▾

Document Attachment ⓘ

Drop Files Here To Attach

or Upload File

0 Required documents successfully uploaded

Cancel & Start Again

Next

- Enter 1 Payee Details.

The screenshot shows a web form titled 'Refund Request' with a 'Payee Details' tab selected. The form contains the following fields: 'Payee Name \*' (text input), 'Bank Country' (dropdown menu showing 'United Kingdom'), 'Currency' (dropdown menu showing 'British Pound'), and 'Further Credit' (text input). Below these fields is a 'Cancel & Start Again' button. At the bottom, there are 'Back' and 'Next' buttons. A progress indicator at the bottom shows '2 Payee Address' as the next step.

- Enter 2 Payee Address. Use the scrollbar on the right to navigate the page.

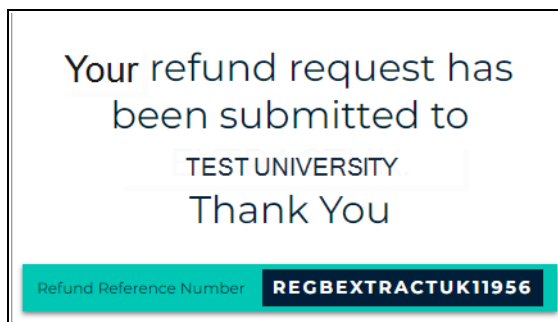
The screenshot shows the 'Payee Address' step of the refund request process. The 'Payee Details' tab is still selected, but the 'Payee Address' section is active. It includes a progress indicator '1 Payee Details Complete' and a minus sign for the 'Payee Address' section. The form contains the following fields: 'Street Address \*' (text input), 'City \*' (text input), 'County' (text input), 'Post Code' (text input), 'Country \*' (dropdown menu showing 'Australia'), 'Phone Number' (text input), 'Notification Email \*' (text input), and 'Language' (dropdown menu showing 'English'). Below these fields is a 'Cancel & Start Again' button. At the bottom, there are 'Back' and 'Next' buttons. A blue arrow points to the scrollbar on the right side of the form.

- Enter **3 Payee Bank Account Details**.

- You have the option to **Search by Bank details** or **Enter Bank Details Manually**.

- Agree to the **Terms of Use** and review the **Online Privacy Statement**, complete captcha verification, and **Submit**.

3. The system provides a **Refund Reference Number** and processes the refund. Please take note of your **Refund Reference Number**.
4. Approval by education institution: The refund is sent to the education institution for approval and processing. Then, the refund is returned to you via the payment details specified in the refund request.





For more information  
**convera.com**

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