

Convera Education Payments

How to request a refund

Student User Guide

1/12/2023



convera

We are here to help

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

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

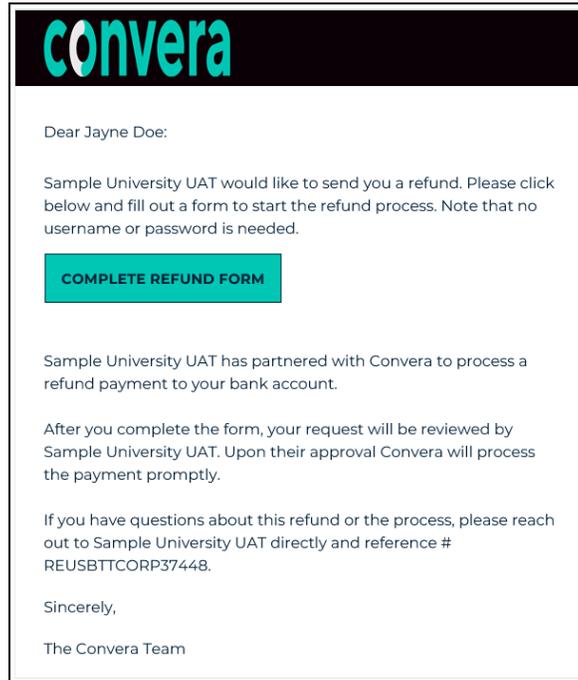
If the country you are calling from is not listed, please call the number for the country closest to where you are studying.

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

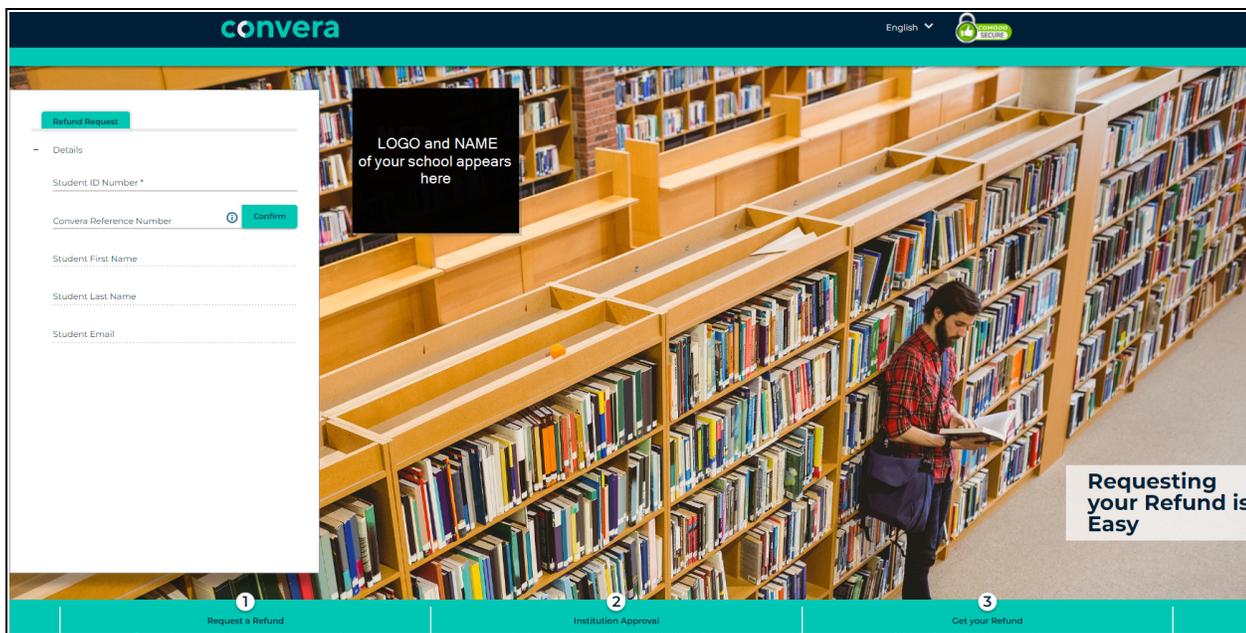
Refund Request initiated by Educational Institution

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



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



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.

The screenshot shows a web form titled "Refund Request" with a sub-tab "Payee Details". The form contains several input fields: "Beneficiary Type *" (a dropdown menu), "Payee Name *" (a text input field), "Bank Country *" (a dropdown menu), "Currency *" (a dropdown menu), and "Further Credit" (a text input field). At the bottom of the form, there is a "Cancel & Start Again" button and a teal "Next" button.

The screenshot shows the "Review and Submit" step of the "Refund Request" process. It features a progress indicator with three steps: "1 Payee Details Complete", "2 Payee Address Complete", and "3 Bank Account Details Complete". Below the progress indicator is a "Review and Submit" section with a checkbox and the text "I agree to the [Terms of Use](#) and have reviewed the [Online Privacy Statement](#)". At the bottom, there is a "Cancel & Start Again" button and a teal "Submit" button.

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**.

The screenshot shows a confirmation message: "You refund request has been submitted to Sample University UAT. Thank You". Below the message is a teal bar containing the text "Refund Reference Number" followed by the alphanumeric string "REUSBTTCORP37448" in white text on a black background.

Student initiated refunds

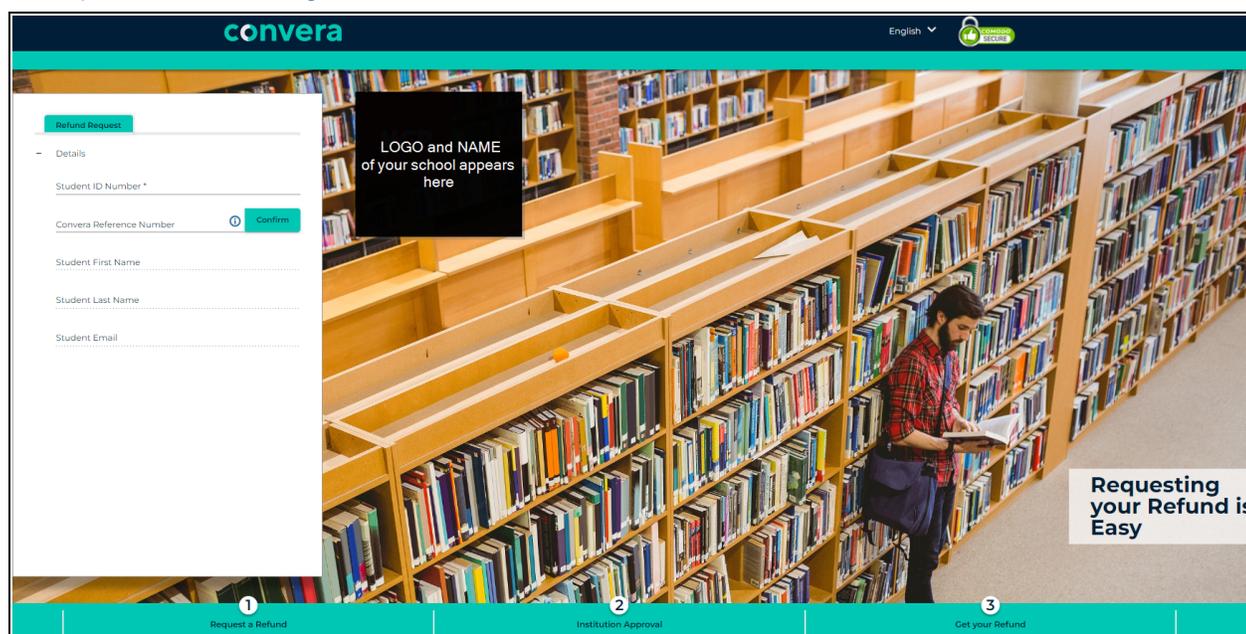
If your education institution accepts student initiated refunds, you will be provided with a secure URL to provide the details to submit your refund for review.

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.



- 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.

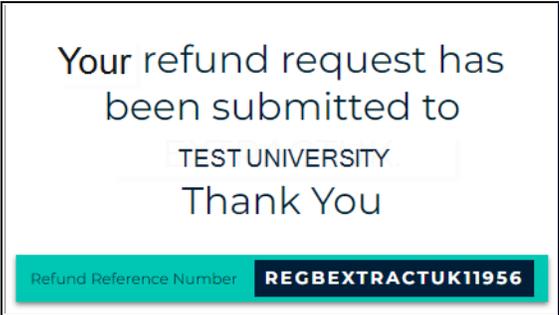
The screenshot shows a form titled 'Refund Request' with a sub-header 'Payee Details'. The form contains the following fields: 'Student ID Number' (with a 'Verify Account' button to its right), 'Convera Reference Number', 'Student Name', 'Student Email', and 'Refund Amount'. A blue arrow points to the 'Refund Amount' field. At the bottom of the form is a 'Next' button.

- 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**.

The screenshot shows a success message: '1 Required documents successfully uploaded'. Below the message is a box containing a file icon and the name 'Sample Invoice.xlsx'. At the bottom are two buttons: 'Cancel & Start Again' and 'Next'.

The screenshot shows the 'Refund Request' form with a progress bar at the top. The progress bar has two steps: '1 Details' (Complete) and '2 Reason for Refund' (Complete). Below the progress bar is a section for 'Document Attachment' with a 'Drop Files Here To Attach' area and an 'Upload File' button. At the bottom, there is a success message: '0 Required documents successfully uploaded' and a 'Next' button.

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

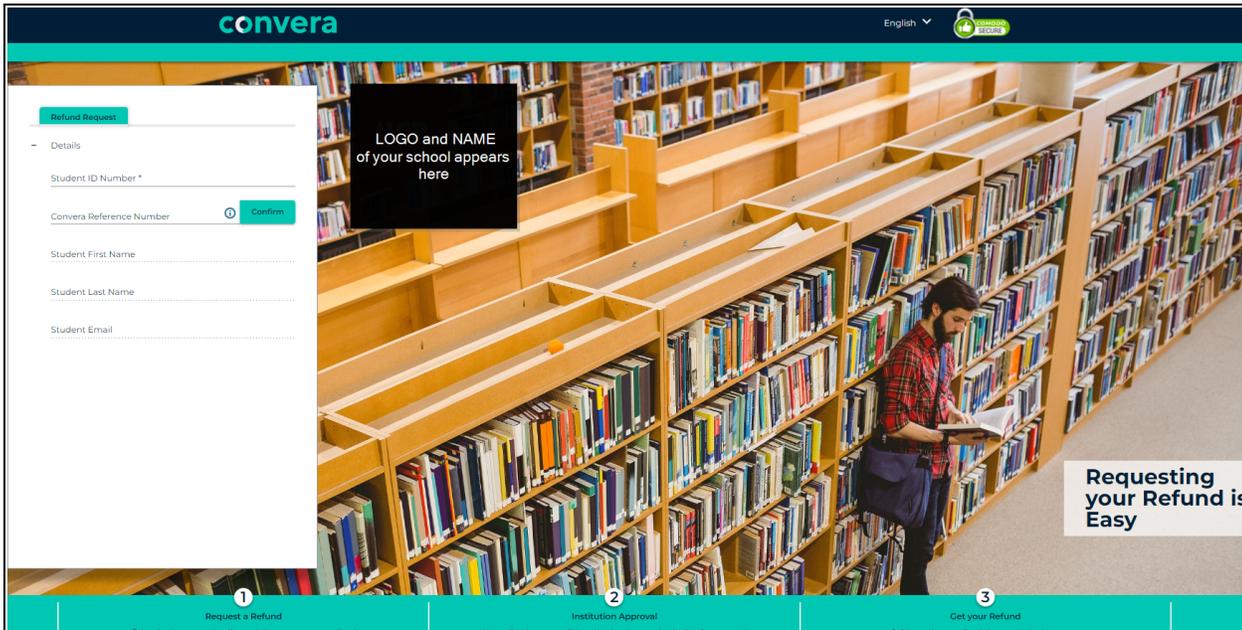


- 3. Approval by education institution: The refund is sent to your education institution for approval and processing. Then, the refund is sent to you via the payment method specified in the refund request.

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.

Refund Request

Details

Student ID Number *

Convera Reference Number Confirm

Student First Name

Student Last Name

Student Email

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 with two tabs: 'Refund Request' and 'Payee Details'. The 'Payee Details' tab is active. Below the tabs, there is a section titled 'Payee Details' with a minus sign. It contains several input fields: 'Payee Name*' (with 'Payee Name' entered), 'Bank Country' (with 'United Kingdom' selected in a dropdown), 'Currency' (with 'British Pound' selected in a dropdown), and 'Further Credit'. At the bottom of this section is a 'Cancel & Start Again' button. Below that are 'Back' and 'Next' buttons. At the very bottom, there is a progress indicator showing '2 Payee Address' with a dropdown arrow.

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

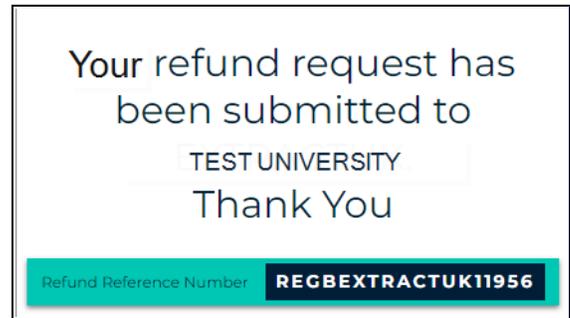
The screenshot shows the 'Payee Address' step of the refund request process. It features two tabs: 'Refund Request' and 'Payee Details'. The 'Payee Details' tab is active, and a sub-section '1 Payee Details' is marked as 'Complete' with a dropdown arrow. Below this, there is a section titled 'Payee Address' with a minus sign. It contains several input fields: 'Street Address *', 'City *', 'County', 'Post Code', 'Country*' (with 'Australia' selected in a dropdown), 'Phone Number', 'Notification Email *', and 'Language' (with 'English' selected in a dropdown). At the bottom of this section is a 'Cancel & Start Again' button. Below that are 'Back' and 'Next' buttons. A blue arrow points to the scrollbar on the right side of the form, indicating that the user should use it to navigate the page.

- 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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